

V.2020.1



SportCheer Wales
Grievance Policy
November 2020

SportCheer Wales Grievance Procedure

Dealing with grievances informally

If you have a grievance or complaint to do with SportCheer Wales or a member of the Welsh national board you should, wherever possible, start by talking it over with the board representative. You may be able to agree a solution informally between you.

Formal grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to the board. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against a board member and you feel unable to approach him or her, you should talk to another board member.

Grievance hearing

A representative of the board will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague or SportCheer Wales member at this meeting if you make a reasonable request.

After the meeting the board representative will give you a decision in writing, normally within 24 hours.

If it is necessary to gather further information before making a decision the representative will inform you of this and the likely timescale involved.

Appeal

If you are unhappy with the initial decision and you wish to appeal you should let the Welsh national board know.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by a representative from SportCheer UK. You have the right to be accompanied by a colleague or SportCheer Wales member at this meeting if you make a reasonable request.

After the meeting the SCUK representative will give you a decision, normally within 24 hours. This decision is final.