



GBS Grievance Policy

1. Introduction

- 1.1. The purpose of this Grievance policy is to enable any employee who considers that they have a grievance or complaint arising from their employment with us to have it dealt with promptly and fairly. This Grievance policy should also be used to raise concerns about discrimination or harassment.
- 1.2. This policy is non contractual.
- 1.3. If you wish to seek guidance in relation to this grievance procedure you should ask your line manager. If the grievance relates to your line manager and you feel uncomfortable about asking them procedure, then you may seek advice from another Manager.

2. Scope

- 2.1. This policy applies to all employees.

3. Supporting Principles

- At all stages of the Grievance process, you have the right to be accompanied by another member of staff of your choice or a full time official of your trade union or lay official of a trade union whom the union has certified in writing as having experience of, or having received training in, acting as a companion at grievance hearings. The right to be accompanied does not extend to a friend, relative, solicitor, or anyone else who is not a colleague or trade union official. The companion may make representations or ask questions at the meeting but should not answer questions on your behalf.
- Each step and action under these procedures will be taken without unreasonable delay.
- You will be given reasonable notice of meetings arranged under this procedure, and you must take all reasonable steps to attend the meetings. If you or your companion cannot attend at the time specified, you should let us know as soon as possible and an alternative time will be arranged.
- The Grievance Procedure should not be used in addition to, or in place of, an appeal against any disciplinary sanctions imposed under our Disciplinary policy.
- We understand that some grievances may raise sensitive issues. We will always endeavour to investigate such grievances in a sensitive manner and maintain confidentiality as far as possible but, due to our need to protect all employees, we cannot always guarantee confidentiality. If you have any concerns about this, you should discuss these with your Manager.
- Provided you have acted in good faith, the fact that you have brought a grievance will not affect your employment in any way. However, if the grievance is found to have been false and brought in bad faith you may be subject to disciplinary action.
- Complaints that you may have about any disciplinary action taken against you should be dealt with as an appeal under the disciplinary procedure.
- Grievances raised while you are subject to disciplinary proceedings will usually be heard only when the disciplinary process has been completed. Insofar as a grievance

has any bearing on the disciplinary proceedings, it can be raised as a relevant issue in the course of those proceedings.

- Before initiating the formal Grievance Procedure, the individual raising the grievance is encouraged to try to resolve it on an informal basis directly with the individual involved and/or with the support of their Manager. If this does not resolve the problem, then you should use the procedure that follows.

4. Procedure

Step 1 – State your complaint

The first stage of the grievance procedure is for you to put your complaint in writing. This written statement will form the basis of the subsequent hearing and any investigations, so it is important that you set out clearly the nature of your grievance and indicate the outcome that you are seeking. If your grievance is unclear, you may be asked to clarify your complaint before any meeting takes place.

The written grievance should contain a brief description of, and the reasons for the complaint including any relevant facts, dates and names of individuals involved. If the grievance is about your manager, then it should be submitted to another Manager.

Step 2 – Meeting

The manager leading the grievance process will consider the complaint and investigate. As part of this they will usually invite you to a meeting to discuss the grievance. You may be asked for further information relating to the grievance in advance of the meeting to enable a proper discussion to take place.

While you will be given every opportunity to explain your case fully, you should confine your explanation to matters that are directly relevant to your complaint.

Following the meeting, and after any further investigations required, you will be informed in writing of the decision in response to your grievance, and of your right to appeal against this decision.

Step 3 – Appeal

If you wish to appeal against the outcome or decision, you may do so in writing to the person stated in your formal outcome letter within 5 working days of receiving written notice of the grievance decision, this will be specified in your outcome letter.

It must set out the full grounds for the Appeal, which should include a minimum of one of the following:

- New evidence is available (which should be outlined in detail in your Appeal letter and submitted in advance of an Appeal meeting)
- The process was flawed
- The outcome of the Appeal hearing is disproportionate.

After receiving the written appeal, they will consider whether an Appeal meeting is necessary and will write to you accordingly. If an Appeal meeting is to be held, we will write inviting you to attend an Appeal meeting.

All evidence which was before the grievance meeting will be before the Appeal, as well as notes of the grievance meeting, which will be provided in advance of the appeal

meeting. If you are relying upon new evidence in your Appeal, then you should provide a copy of your evidence in advance of the Appeal meeting.

You will be informed in writing of the decision of the Appeal hearing, usually within 10 days however more complex cases may take longer. At Appeal, there is the power to reverse the decision taken at the grievance hearing, or to increase or reduce any subsequent disciplinary sanction taken if it is felt necessary.

The appeal decision is final.

5. Mediation

- 5.1. In some instances, to restore effective working relationships following the grievance procedure it may be appropriate for the matter to be dealt with by way of mediation, depending on the nature of your grievance. This involves the appointment of a third-party mediator, who will discuss the issues raised by your grievance with all of those involved and seek to facilitate a resolution.

6. Jurisdiction

- 6.1. GB Snowsport reserves the right to refer a matter to the Sport Integrity Service under the Rules of Procedure of that service. A copy of the Rules of Procedure can be obtained on request. This may involve the commission of an independent investigation or disciplinary procedure into alleged grievances, or allegations of misconduct involving: i) athletes; ii) athlete support personnel; or iii) GB Snowsport office holders as defined within the Rules of Procedure;
 - 6.1.1. where an individual is deemed a 'Relevant Person' under the terms of the Sport Integrity Service Rules of Procedure; and
 - 6.1.2. they are a respondent to allegations of misconduct as defined as a 'Relevant Matter' under the same regulations.
- 6.2. In such circumstances they are required to cooperate with any investigation conducted by Sport Integrity.

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