



SECTION	People and Culture
POLICY	Grievance
DATE OF CREATION	March 2008
VERSION	6
DATE OF ISSUE	1 st September 2026
REVIEW DATE	31 st August 2027

1. Objective and scope

Club Doncaster is committed to fostering a positive working environment where Employees feel safe to raise concerns. We recognise that Employees may have issues or concerns relating to their employment that they wish to raise. This policy provides a clear framework for resolving such grievances fairly, promptly, and in accordance with the ACAS Code of Practice on Disciplinary and Grievance Procedures.

The aim of this policy is to encourage open communication and to resolve grievances informally wherever possible. However, where informal resolution is not possible or appropriate, a formal procedure is available.

2. Scope

This policy applies to all Employees of Club Doncaster, including senior management and heads of department, regardless of length of service, contract type, or working hours.

This procedure does not apply to:

- Matters relating to disciplinary sanctions (which fall under the disciplinary procedure).
- Appeals against dismissal.
- Issues relating to whistleblowing (covered under the whistleblowing policy)

3. Responsibility

- Employees: are responsible for raising concerns in a timely manner and engaging in the grievance process constructively.
- Line managers and heads of department: handling grievances promptly, sensitively and in accordance with this policy.
- People and Culture department: advising the application of this policy, supporting the process, maintaining records and ensuring compliance with employment law.

4. Documentation

- Internal: Disciplinary Policy and Procedure
- External: ACAS Code of Practice on Disciplinary and Grievance Procedures

5. Informal resolution

Employees are encouraged to raise concerns informally with their immediate manager in the first instance. Informal discussions can often resolve issues quickly without the need for a formal process.

If the grievance involves the line manager, the employee should raise it with their manager's line manager or the People and Culture department.

6. Formal grievance procedure

Where the informal procedure is not appropriate or has been unsuccessful, the Employee may raise a formal grievance using the procedure below.

Time limit: Grievances must normally be raised within three months of the incident or action giving rise to the complaint, unless there are exceptional circumstances.

- Step 1 – Submission of Grievance:

The Employee must submit their grievance in writing, outlining the nature of the complaint, relevant facts, dates and any witnesses.

The grievance should be submitted to the Employee's line manager. If the complaint involves the line manager, it should be submitted to the People and Culture department.

- Step 2 – Meeting:

A formal meeting will be arranged to discuss the grievance. The Employee has the right to be accompanied by a trade union representative or a colleague.

The Employee will receive a minimum of three working days' notice of the meeting.

The manager will respond in writing, usually within five working days, and no later than 10 working days after the meeting.

- Step 3 – Appeal:

If the grievance is not resolved, the Employee may appeal in writing to their head of department or the People and Culture department within 10 working days of receiving the outcome.

The appeal must clearly state the grounds for appeal.

A meeting will be arranged with a senior manager, who was not previously involved. The Employee and their companion may attend (as per step 1). The original manager may also attend, if necessary.

A written outcome will be provided normally within 10 working days of the appeal hearing.

- Step 4 – Final review (if required)

In cases where the grievance remains unresolved after the appeal, the People and Culture department may convene a final review meeting involving relevant parties.

A final written response will be issued within 10 working days of the final review meeting.

The decision at this stage is final.

The Chief Executive Officer reserves the right to intervene at any stage to facilitate resolution of serious matters.

7. Senior executive officer

Where a grievance is raised by a senior executive officer, it should be directed to the Chief Executive Officer.

Any appeal will be heard by a designated member of the board of directors.

8. Right to be accompanied

Employees have the statutory right to be accompanied at formal grievance meetings by:

- A fellow Employee;
- A certified trade union official;
- An official employed by a trade union.

Companions may confer with the Employee and address the meeting, but cannot answer questions on their behalf. Solicitors, partners, or family members are not considered appropriate companions.

If the chosen companion is unavailable on the scheduled date, the employee may request a postponement of up to five working days to enable the companion to attend.

9. Confidentiality and record-keeping

All grievance matters will be handled confidentially. Records will be kept in accordance with data protection laws and retained only as necessary and proportionate.

10. Monitoring and review

This policy will be reviewed regularly and amended in line with changes in employment law or operational requirements.

