

THE ROYAL LIFE SAVING SOCIETY

POLICY NO:	RLSS007
POLICY:	GRIEVANCE POLICY
ORIGINAL POLICY:	February 2011
LAST REVIEW DATE:	June 2021
REVIEW DATE:	May 2024

1. INTRODUCTION AND PURPOSE

The purpose of this policy is to ensure any grievance felt by an employee or volunteer relating to their treatment can be resolved promptly in a fair, impartial and confidential manner. Action must be taken within agreed timeframes and procedures, which could be either resolution at a workplace level through an informal procedure or as a formal procedure.

The purpose of this policy is to provide guidance of how a grievance within RLSS should be addressed.

2. SCOPE AND CONTEXT

This policy covers the RLSS Commonwealth Headquarters and RLSS Board of Trustees, committees, working groups, events and initiatives delivered directly by RLSS. This policy may also provide guidance to RLSS Member Organisations in the development of their own national policies.

This policy should be read in conjunction with other RLSS policies, including the following.

- RLSS005 Membership Policy
- RLSS006 Equal Opportunities and Diversity Policy
- RLSS008 Safeguarding Policy for Adults and Children at Risk
- RLSS009 RLSS Anti-Harassment Policy
- RLSS018 Complaints Handling Policy
- RLSS022 Privacy and Data Protection Policy.

A grievance with a RLSS member organization should be made direct to the member organization in accordance with their respective grievance procedures.

3. DEFINITIONS

Grievance is a clear statement by an employee/volunteer of a work-related problem, concern or complaint which can include:

- A workplace communication or interpersonal conflict
- An occupational health and safety issue
- An allegation of discrimination, including harassment
- A question, dispute or difficulty concerning the interpretation, application, or operation of the employment contract or other agreement



- The interpretation and application of an employees' or volunteers' job description and working conditions

Line Manager means a person with direct managerial or leadership responsibility for a volunteer or an employee.

Workplace means the place where one (employee or volunteer) customarily does one's work.

4. POLICY STATEMENTS

4.1 GRIEVANCE PROCEDURE FOR VOLUNTEERS

a) *Informal Procedure*

RLSS believes in open and direct communication in working together and therefore anyone who feels aggrieved by any act or omission on the part of RLSS or its employees or volunteers is encouraged to discuss the matter at the earliest opportunity with their line manager, Committee Chairperson, Commonwealth Headquarters or the Deputy Commonwealth President.

RLSS shall ensure that the individual during this process is not victimised nor discriminated against.

b) *Formal Procedure*

The grievance should initially be raised with the person in charge of the event/activity being participated in, or in the case of a Committee/Working Group the Chairperson. Where a dispute lies with either of these positions the grievance can be taken to Commonwealth Headquarters or the Deputy Commonwealth President. This person will record details of the grievance (Grievance Report Form) and make necessary arrangements for a hearing and any further investigation required. The hearing will take place within 10 working days of the receipt of the grievance, via teleconference, and a written reply will be given within seven working days of the hearing.

If the person initiating the grievance is dissatisfied with the outcome they must advise the Deputy Commonwealth President who will make arrangements for the Board of Trustees to appoint a small impartial interim Grievance Committee to review the grievance. The hearing will take place within 10 working days of the receipt of the appeal, via teleconference, and a written reply on the matters raised will be given within seven working days of the hearing. The decision of this interim Grievance Committee will be final.

4.2 GRIEVANCE PROCEDURE FOR EMPLOYEES

RLSS's philosophy is that direct communication is the best method in working together and therefore any employee who feels aggrieved by any act or omission on the part of the Society or its officers and/or managers is encouraged to discuss the matter at the earliest opportunity with their line manager. Should initial attempts to settle the problem not be successful, the employee then has the right to invoke the Grievance Procedure.



a) General principles relating to the Grievance Procedure

RLSS believes that all employees have the right to express a grievance relating to their employment and that this is resolved quickly and fairly. In exercising this right, the organisation shall ensure that the employee is not victimised nor discriminated against. The procedure is a staged process and at each stage the employee has the right to be accompanied by an advocate or another person to represent them.

Where a dispute lies with an employee directly involved in the grievance procedure then this person shall be excluded from arbitrating on the matter. In such case the grievance shall be taken to the Deputy Commonwealth President or other designated person using the Grievance Report Form. A record of each meeting will be kept, and a copy given to the employee.

All dealings with the case shall remain confidential. Copies of correspondence and written records will be kept in the employee's file.

The Grievance Procedure does not apply to matters concerning:

- termination of employment
- disciplinary procedures

b) Informal Procedure

Employees are encouraged to talk to either the Deputy Commonwealth President or the Executive Director and resolve any grievance informally at the earliest opportunity. If in doubt about the informal or formal procedures, they should speak to the Deputy Commonwealth President.

c) Formal Procedure

i. Formal Procedure Stage 1

The grievance should be raised with the Deputy Commonwealth President, or the Executive Director or a nominated individual. This person will record details of the grievance using the Grievance Report Form and make the necessary arrangements for a hearing and any further investigations required. The hearing will take place within 10 working days of the receipt of the grievance, via teleconference, and a written reply will be given within seven working days of the hearing.

ii. Formal Procedure Stage 2

If the person initiating the grievance is dissatisfied with the outcome they can pursue the matter by initiating Stage 2. The Deputy Commonwealth President will make arrangements for a panel comprising three members of the Board of Trustees and /or Commonwealth Vice Presidents to review the grievance. The hearing will take place within 10 working days of the receipt of the written grievance, via teleconference, and a written reply on the matters raised will be given within five working days of the hearing.

iii. Formal Procedure Stage 3

In the event that the party initiating the grievance continues to feel that the matter has not been resolved satisfactorily they can initiate Stage 3 of the procedure. This stage will involve a panel of three persons appointed by the Deputy Commonwealth President, none of whom have participated in any previous stage. Timescales are as for Stage 2 and the decision of this panel will be final.



4.3 RESPONSIBILITIES

a) *Employees/Volunteers*

Are encouraged to take prompt action on concerns or grievances in accordance with this Policy.

b) *Line Managers/Committee Chairs/Commonwealth Headquarters*

Are responsible for:

- Encouraging individuals to understand the procedure for resolving grievance
- Providing timely and confidential assistance to individuals to include:
 - o All of the above; and
 - o Advice on options
 - o Where practical and appropriate, attempting to resolve the issue through the informal process
 - o Advise on further action if informal procedure not achieved
 - o Follow-up and monitor when issues have been resolved
 - o Ensure the party involved is not victimised
 - o Keep records in accordance with the Policy

c) *Deputy Commonwealth President*

Is responsible for:

- All of the above; and
- A leadership role in demonstrating a commitment to the resolution of concerns and grievances
- Accountability for ensuring there is an effective, timely, impartial and just system for dealing with work related concerns and grievances

5. ACCESS TO THE POLICY

This policy will be available for viewing by any person on RLSS's website or a copy will be sent upon request.

6. FURTHER INFORMATION

For further information on this Policy, please contact:

The Royal Life Saving Society, Commonwealth Headquarters,
Red Hill House, 227 London Rd,
Worcester WR5 2JG,
UNITED KINGDOM

Tel: +44 (0)1789 774229

Fax: +44 (0)1789 773995

Email: commonwealth@rlss.org.uk

Website: <http://www.rlsscommonwealth.org>

Attention: Deputy Commonwealth President





THE ROYAL LIFE SAVING SOCIETY

GRIEVANCE REPORT FORM

Please complete and return by email to Commonwealth@rlss.org.uk

DETAILS OF PERSON MAKING A GRIEVANCE

Title: _____ First Name: _____ Last Name: _____
Nationality: _____ Gender: _____
Organisation: _____ Position: _____
Address: _____
Telephone: _____ Email: _____

DATE AND LOCATION OF GRIEVANCE:

Date of Grievance: _____ Location of Grievance: _____

DESCRIPTION OF GRIEVANCE

Please list specific details of the grievance:

Please list the names and telephone number/email address of any witnesses:

HOW WOULD YOU LIKE THIS MATTER RESOLVED?

GRIEVANCE REPORTED TO:

Title: _____ First Name: _____ Last Name: _____
Position: _____ Organisations: _____

Signature: _____ Date: _____

Privacy and Data Protection

I understand that the information I have provided in this form is necessary for the proper management of RLSS. The RLSS is committed to respecting the right to privacy and the protection of personal information. Security of personal information is important to RLSS. RLSS has taken steps to protect the information it holds from misuse, loss, unauthorised access, modification or disclosure. The RLSS may use health information to ensure that programs it conducts are run safely and in accordance with any special health needs participants may require. Health information may also be kept for insurance purposes.

