



Northampton Town Football Club

GRIEVANCE POLICY & PROCEDURE FOR EMPLOYED STAFF



Introduction

Northampton Town FC recognised that from time-to-time employees may wish to seek redress for grievances relating to their employment. In this respect it is our policy to encourage free communication between employees and their managers and lead coaches to ensure that problems can be resolved quickly to the satisfaction of all concerned.

Principle

The policy and its procedures set out the informal and formal stages which must be followed to comply with the Arbitration and Conciliation Advisory Services (ACAS) Code of Practice 2009/

In addition, the following principles will be followed in the consideration of all grievances under this procedure:

1. Each step must be followed through without reasonable delay
2. Both employee and employer must take reasonable steps to attend each meeting under the procedure and will have the opportunity to state their case
3. Meetings will be at a reasonable time and location
4. All relevant information will be provided to both employer and employee in advance of any meeting under the procedure.
5. The appeal meeting at Step 3 will be chaired by the Chief Executive Officer of Northampton Town FC.
6. If the employee or their companion is disabled, reasonable adjustments will be made to enable them to participate fully.
7. Confidentiality will be maintained. Only those who need to know about the grievance will be informed.
8. After the grievance and regardless of the outcome both parties will endeavour to work together in a positive manner.

Representation

The employee has the right to be accompanied by a friend, work colleague or trade union representative at the meetings at step 2 and step 3.

This representative may take notes and seek clarification of any issues that arise.

Informal Discussion

If you have a grievance about your employment you should speak to your line manager/department lead about it and discuss it formally to see if it can be resolved there and then. It is hoped that the majority of concerns will be resolved in this way.



Formal Procedure

Step 1 – Written Statement by employee

If you feel that the matter has not been resolved through informal discussions, you should set out your grievance in full in writing to your manager, lead coach so that its consideration takes place in a more formal setting.

Step 2 – Meeting

Your line manager, lead coach will arrange to meet you to endeavour to find a satisfactory solution and will aim to give you a written response within 14 days. If this is not possible, he or she will inform you of the reason for the delay and when you can expect a response.

Step 3 – Appeal

If you are not satisfied with the response, you may put your grievance in writing to the Chief Executive. A response along with the opportunity to meet with the relevant senior personnel within 14 days. If this is not possible, he or she will inform you of the reason for the delay and when you can expect a response.

Step 3 is the final stage of the procedure and there is no further right of appeal. ACAS recommends organisations to consider using mediation if appropriate.



DOCUMENT CONTROL 2019-2022

CHANGES HISTORY

Annual review & coming into line with EFL Standards – Julie Delauney, DSO

Review dates

August 2019
September 2020
August 2021

Approvals

**Policy approved by James Whiting, NTFC CEO &
Nick Ancel NTFC Club Secretary & SSM**

Review dates

August 2019
December 2020
August 2021

Distribution – to all staff, players, parents and volunteers

September 2019
January 2021
August 2021



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Annual review & coming into line with EFL Standards – Pete Stephenson, DSO

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August 2022
August 2023

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Policy approved by James Whiting, NTFC CEO & Julie Delauney, Academy Operations Manager & SSM

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