



## Grievance Policy

If any member is dissatisfied with any matter affecting Lundin Bowling Club, e.g. the coaching programme provided by the club, your role (if any) within the club, the bowling programme, general supervision within the club, or any other matter directly affecting the club's activities, then you should raise the matter informally in the first instance with:

- The Club Coach, or in his/her absence the Club President, if it relates to any coaching, training, bowling programme or supervision matter.
- Any member of the Club Management Committee If it relates to any other matter affecting the club's activities.

If you are dissatisfied with the response given or decision made you should raise the matter with the Club Management Committee in writing to the Club Secretary, giving details of your concerns and why you are unhappy with the response or decision given.

The Management Committee will normally consider your letter at the first available meeting and will investigate and discuss the matter as required and will undertake to consider and determine all matters as quickly, fairly and as reasonably as possible.

The Management Committee will normally advise you of their decision in writing within 14 days of the meeting and will endeavour also to advise you in writing of any further developments in relation to the grievance raised.

If you are dissatisfied with the Management Committee's decision, you will have the right to appeal within 14 days of notification and should do this in writing to the Club President.

The Club President will consider the whole matter, including your letter of appeal, and may carry out further investigation or discussion at his/her discretion and will determine the matter by one of the following:

- By upholding the original decision
- By upholding your letter of appeal
- By substituting his/her own decision in the matter.

The President will advise you of his/her decision in writing within 14 days of receiving your letter of appeal. The President's decision is final. Prior to the conclusion of any implementation of this procedure, whereby any member makes public any complaint, such as publishing on a website, social media page or in any newspaper etc, shall by virtue of such action be considered to be bringing the club and the sport of bowls into disrepute. As such, the member will be deemed to have committed gross misconduct and will forfeit any right to any further hearing and be expelled from the club immediately.

(see the Club Discipline Policy – 19)