

Waterski & Wakeboard Scotland

GRIEVANCE PROCEDURE

Version 1.1 – Dated: 03/06/19 - Reviewed: 12/03/20 – Review: 01/03/2021



1. Raising a Grievance Informally

Any employee who has a grievance relating to their employment may raise the matter informally with their manager during the course of normal work. This is not part of the grievance procedure. If the matter is unable to be resolved at that time, the formal grievance procedure needs to be used.

2. The formal Grievance Procedure

Stage 1

Any employee who has a grievance relating to their employment may raise the matter informally with their manager during the course of normal work. This is not part of the grievance procedure. If the matter is unable to be resolved at that time, the formal grievance procedure needs to be used.

The employee should submit their grievance in writing using the formal written grievance form (see Appendix 1).

Stage 2

Once a written grievance has been received the WWS has a responsibility to investigate the matter and to invite the employee to a formal grievance hearing. The employee may, if they wish to, be accompanied by another employee/ work colleague from WWS or a trade union official or other representative.

The supervisor is required to:

- Record full details of the matter, or accept signed written details of the matter.
- Provide an answer in writing to the employee with a copy to the representative, if any, within 3 working days (i.e. the normal working days of the manager) unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the manager's decision and who to appeal to if still aggrieved.
- Should the employee then wish to take the issue to the next stage of this procedure, the supervisor shall notify the Stage 3 management representative without delay.



The timing and location of the grievance meeting must be reasonable. Therefore should an employee make a complaint with regards to an unacceptable working environment, the meeting would usually take place away from this environment and in most circumstances the meeting will take place during the employee's normal working hours.

In most instances WWS would expect the managers' decision to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the manager concerned.

The appeal, to the manager next in line, must be made within ten working days of the original response to the employees' grievance. The appeal must be in writing (see Appendix 2) and contain the original formal Grievance Form. This manager will attempt to resolve the grievance. A formal response and full explanation will be given in writing, as will the name of the person to whom they can appeal if still aggrieved, within 7 working days.

Where the 'next in line' manager at this stage is the manager with responsibility for the employees function, then the grievance should immediately progress to Stage 3.

Stage 3

If the employee remains aggrieved there will be a final level of appeal to the Chair of WWS. This appeal must be made in writing (see Appendix 3), enclosing a copy of the original Formal Grievance form, to the Chair within ten working days of receipt of the Stage 2 response. The Chair will arrange and hear the appeal with another management representative and respond formally with a full explanation within 20 working days. Where a grievance is raised against the Chair, then the grievance will be heard at least two WWS Board Directors. There is no further right of appeal. Where both parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to a mutually acceptable third party.

Using Mediation

An independent third party or mediator can sometimes help resolve the grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute, not from the mediator. The mediator is not there to judge to say one person is right and the other wrong or tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.



WWS will seek to identify employees, ideally who have been trained and accredited by an external mediation service who can act as internal mediators in addition to their day jobs. When this is not appropriate the WWS may source an external mediation provider. Mediators will work individual or in parts as co-mediators.

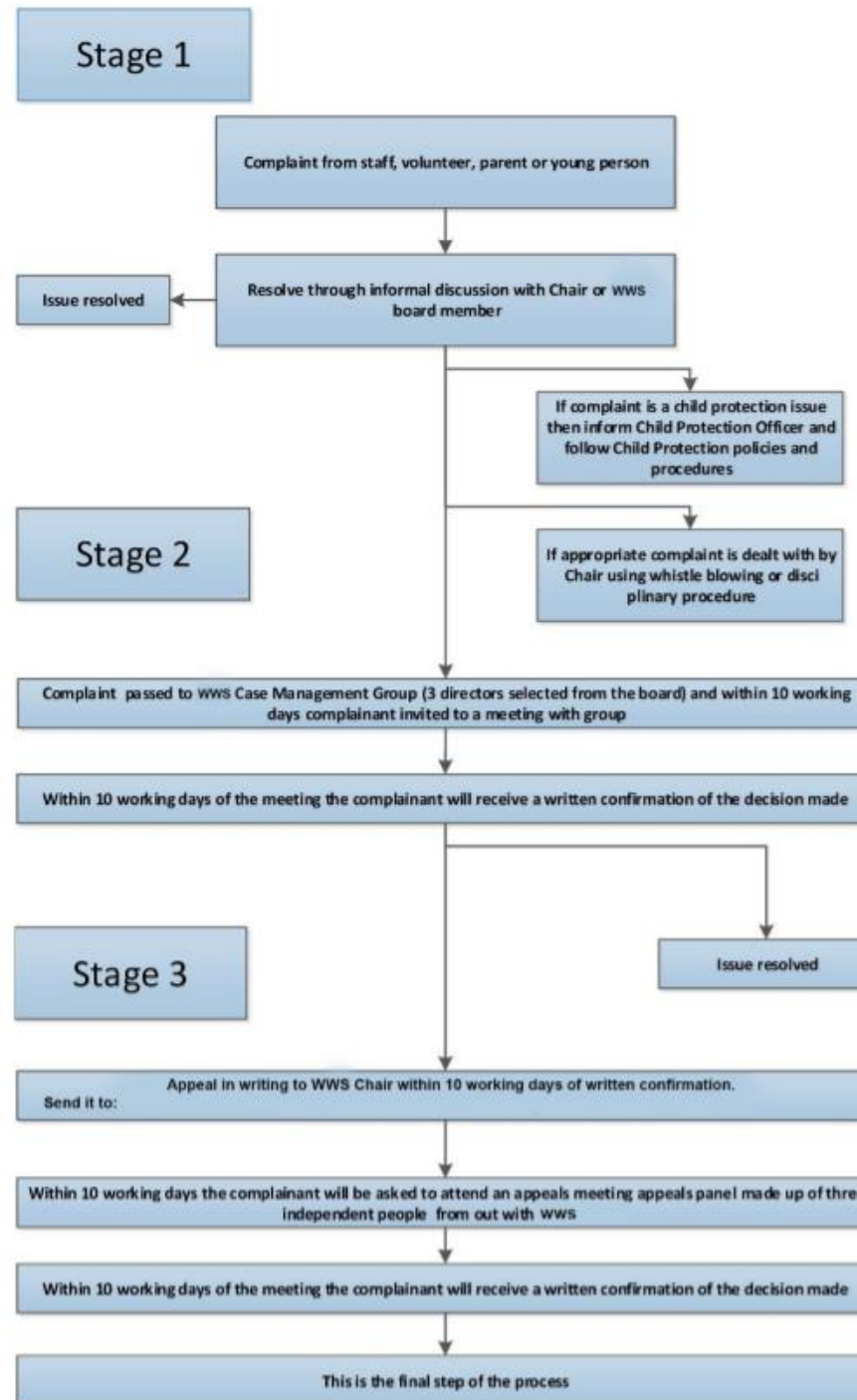
There are no hard-and-fast rules for when mediation is appropriate but it can be used:

- for conflict involving colleagues of a similar job or grade, or between a line manager and their staff
- at any stage in the conflict as long as any ongoing formal procedures are put in abeyance
- to rebuild relationships after a formal dispute has been resolved
- to address a range of issues, including relationship breakdown, personality clashes, communication problems and bullying and harassment

Mediation is not part of WWS's formal grievance procedure. However, if both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be recommenced.



Grievance Procedure Process





Appendix 1 – Formal Written Grievance Form

STAGE ONE

| | | | |
|------|--|-----------|--|
| TO | | FROM | |
| DATE | | SIGNATURE | |

| | |
|--------------------|--|
| IMMEDIATE SUPERIOR | |
|--------------------|--|

Please outline the nature of your complaint and what you would like to achieve from making this complaint



Appendix 2 – Formal Written Grievance Form

STAGE TWO

| | | | |
|------|--|-----------|--|
| TO | | FROM | |
| DATE | | SIGNATURE | |

| | |
|--------------------|--|
| IMMEDIATE SUPERIOR | |
|--------------------|--|

I am not satisfied with the outcome of the meeting dated *DDMMYYYY* and would like to appeal to yourself for a further hearing of my grievance, in line with the WWS Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.



Appendix 3 – Formal Written Grievance Form

STAGE THREE

| | | | |
|------|-------|-----------|--|
| TO | Chair | FROM | |
| DATE | | SIGNATURE | |

| | |
|--------------------|--|
| IMMEDIATE SUPERIOR | |
|--------------------|--|

I remain dissatisfied with the outcome of the meeting dated *DDMMYYYY* and would like to appeal to you for a further hearing of my grievance, in line with the WWS Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.