



EAST FIFE F.C. GRIEVANCE POLICY & PROCEDURES

Revision: June 2026



East Fife F.C. – Grievance Policy & Procedures

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Purpose

East Fife Football Club supports the principle of equal opportunities in employment and volunteering and opposes all forms of discrimination as outlined in the Club's Equality, Diversity and Inclusion Policy.

From time to time, staff or volunteers may have concerns relating to their role, responsibilities, or working environment. In most cases, these concerns should be resolved informally through normal communication between the individual and their supervisor or coordinator.

Where it is not possible to resolve a matter informally, the concern may develop into a formal grievance. This procedure provides a structured process for dealing with grievances fairly, consistently, and as quickly as possible.

Unresolved grievances can lead to a deterioration in working relationships and performance standards, which may ultimately affect the quality of services provided by the Club. It is therefore important that grievances are addressed promptly and effectively.

Guiding Principles

The following principles apply to the grievance procedure:

- Staff and volunteers are encouraged to raise concerns informally before initiating the formal grievance procedure.
- Where informal resolution is not possible, individuals have the right to raise a formal grievance without fear of victimisation or disadvantage.
- Grievances should be resolved as close as possible to the point where they arise.
- Staff and volunteers have the right to be accompanied or represented by a person of their choice at any stage of the procedure.
- All grievances will be treated seriously and investigated thoroughly.
- The procedure will be handled sensitively and confidentially, balancing the need for confidentiality with the need for informed discussion.
- Every effort will be made to resolve grievances within the agreed time limits.

Grievances Involving More Than One Member of Staff or Volunteer

Grievances may be raised by an individual or by a group of staff or volunteers acting together.

Where a grievance involves several individuals, representation at hearings will normally be limited to a maximum of three representatives from the group.



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Time Limits

The time limits outlined within this procedure may be extended by agreement between the Club and the member of staff or volunteer, particularly where additional time is required to conduct a thorough investigation.

Where a grievance is complex and cannot be resolved within the stated time frame, the individual raising the grievance will receive an initial response explaining the reason for the delay.

If the individual raising the grievance does not proceed to the next stage within the specified time limit, the grievance will normally be considered withdrawn or resolved.

For the purpose of this procedure, a working day is defined as Monday to Friday, excluding public holidays.

Restarting the Procedure

Once a grievance has been resolved satisfactorily, there should normally be no requirement to raise the same issue again unless exceptional circumstances arise.

Where a grievance has been fully considered through all stages of the procedure and remains unresolved to the satisfaction of the individual, the procedure cannot normally be restarted in relation to the same matter.



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PROCEDURE

Hearings

Grievances are generally best resolved through open and constructive dialogue between the staff member or volunteer and the appropriate person responsible.

Grievance hearings should be conducted in a fair and respectful manner. The individual raising the grievance, and any representative accompanying them, will be given the opportunity to explain the matter in full.

Where the grievance involves another member of staff or volunteer, that individual may also be invited to attend the hearing and present their views.

Written records will normally be taken during hearings and shared with the relevant parties.

Stage 1

The member of staff or volunteer should outline the nature of the grievance on the **Grievance Form** and submit it to their supervisor.

A meeting will normally be held within **three working days** of receiving the grievance.

Where possible, a verbal response will be given at the end of the meeting. A written response will also be provided on the Grievance Form within **three working days**.

If the grievance concerns the individual's immediate supervisor, the grievance may be submitted directly to the coordinator, who will arrange for a member of the Board to hear the matter.

Stage 2

If the individual is not satisfied with the outcome at Stage 1, they should explain their reasons on the Grievance Form and submit it to a member of the Board within **five working days** of receiving the Stage 1 response.

A hearing will normally be held within **five working days**.

A verbal response may be given at the conclusion of the hearing, with a written outcome provided within **three working days**.

A written record of the hearing will be kept and shared with the individual involved.



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Stage 3

If the individual remains dissatisfied with the Stage 2 outcome, they may escalate the grievance by submitting the Grievance Form to another member of the Board within **five working days**.

A further hearing will normally be arranged within **five working days**.

A verbal response may be provided at the end of the hearing, with a written outcome issued within **three working days**.

A written record of the meeting will be maintained and shared with the relevant parties.

Stage 4

If the individual remains dissatisfied following Stage 3, the grievance may be referred to the Chairman of the Board within **five working days**.

A meeting of the Board of Directors will be convened as soon as reasonably possible and no later than **twenty working days** from receipt of the grievance.

The decision reached at Stage 4 represents the final stage of the Club's grievance procedure.

REVISION HISTORY

Revision	Reviewed By	Changes
February 2025	J Donaldson	First issue
June 2026	L Anderson	Re-wording and minor clarifications throughout



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APPENDIX 01 - GRIEVANCE FORM

Staff/Volunteer Details

Name	
Role / Position	

Stage 1 – Initial Grievance

Staff/Volunteer: Please give details of the grievance and the action you believe you believe would resolve the issue.

Signature: _____ Date: _____

Supervisor: Meet with the member of staff/volunteer within 3 working days to discuss their grievance

Name of Supervisor _____ Meeting Date: _____

Outcome

Signature: _____ Date: _____

(Copy to member of staff/volunteer within 3 working days of the meeting)



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Stage 2 - Appeal

Member of staff/volunteer: Provide reasons why you are dissatisfied with the Stage 1 outcome.

Signature: _____

Date: _____

Coordinator/Member of the Board: Meet with the member of staff/volunteer within 5 working days to discuss the grievance.

Name of Coordinator: _____

Meeting Date: _____

Outcome

Signature: _____

Date: _____

(Copy to member of staff/volunteer within 3 working days of the meeting)



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Stage 3 – Further Appeal

Member of staff/volunteer: Provide reasons why you are dissatisfied with the Stage 2 outcome.

Signature: _____

Date: _____

Member of the Board: meet with the member of staff/volunteer within 5 working days to discuss the grievance

Board Member: _____

Meeting Date: _____

Outcome

Signature: _____

Date: _____

(Copy to member of staff/volunteer within 3 working days of the meeting)



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Stage 4 – Final Appeal

Member of staff/volunteer: Provide reasons why you are dissatisfied with the Stage 3 outcome.

Signature: _____

Date: _____

Chairman: meet with the member of staff/volunteer within 5 working days to discuss the grievance

Chairman: _____

Meeting Date: _____

Outcome

Signature: _____

Date: _____

(Copy to member of staff/volunteer within 3 working days of the meeting)