



## Clontarf Lawn Tennis Club – Child Protection Policy

### Appendix 6

#### Club Complaints Procedure

#### GRIEVANCE PROCEDURE

Clontarf Lawn Tennis Club (CLTC) places great importance on creating and maintaining good relations between the Executive Committee of the Club and all employees, contractors and members. It is in the interest of everyone that where problems arise they are resolved quickly and effectively. Where possible, informal attempts should be made to resolve matters before a decision is taken to lodge a formal Grievance.

The following procedure is designed to ensure that problems are brought to the attention of the Executive Committee at the earliest possible stage and to ensure that they are dealt with without undue delay. It should be noted that, in the event of work assignments being in dispute then the employee is required to carry out the assigned work while the grievance is being processed through this procedure.

#### **Step 1**

An employee, contractor or member with a problem or complaint should raise the issue first with the immediate supervisor/manager, or the President of the Club, who will make every effort to solve the problem as quickly as possible. The employee, contractor or member will be informed of the resolution or progress on the issue within one week.

## **Step 2**

If the matter is not resolved at Step 1 then the employee, contractor or member is entitled to formally refer their complaint to the Executive Committee in writing.

- A Panel will be appointed by the President of the Club, from within the Executive Committee, to meet the parties related to the grievance and to decide on a resolution.
- The decision on resolution will be made within 2 weeks of the grievance being formally lodged to the Executive Committee.
- The employee, contractor or member may be accompanied at this meeting if he/she so chooses.
- More than one meeting may be required at any of the stages of the grievance procedure.
- If the Panel is likely to take more than 2 weeks to come to a decision, the complainant should be notified.
- Written records will be kept of each of the meetings apart from any informal meetings held under Step 1.

## **Step 3**

- An employee has the right to appeal a decision.
- This appeal must be made in writing to the President of the Club, within 5 working days of the original decision being communicated to the complainant.
- The President will appoint an Independent Panel of two members to hear the Appeal.
- The independent Panel will likely consist of a Past President and a former Officer of the Club chosen by the Past President selected to hear the Appeal.
- The Appeal will be heard within 2 weeks and a decision will be communicated within 1 week thereafter.

The decision of the Appeal Panel will be final.

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**Questions on this Policy should be addressed to the President of the Club.**

**Clontarf Lawn Tennis Club, Oulton Road, Clontarf, Dublin 3.**

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