



# Standard Operating Procedure

## Grievance Procedure

**Ownership & Applicability**

Person responsible for update of this procedure:	Vice Commodore
Responsible for Activity:	Committee members
Applicable to:	Committee members, club officers, class captains, volunteer roles.

**Approval**

Drafted / Revised	Approved	Revision	Effective from
Ciaran O'Reilly	Colm Wynne	1	12 <sup>th</sup> April 2021

SOP Owner: \_\_\_\_\_ Date: \_\_\_\_\_

Flag Officer: \_\_\_\_\_ Date: \_\_\_\_\_

**1.0 Scope & Ethos**

**1.1 Club Ethos**

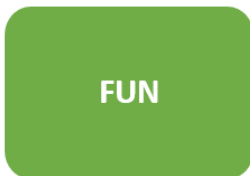
All club members, and parents/guardians of junior members, are reminded that this is a voluntary organisation where members give of their time to ensure the club can run effectively for the benefit of all. We ask that all consider the values that underline the ethos of the club, in particular:



We encourage full participation in all aspects of the club – we depend on volunteerism to run and grow the club so that all benefit from all activities and amenities provided.  
Remember all those involved in managing, organising and helping out are volunteers.  
Encourage each other in a positive and respectful manner.  
Be tolerant and understanding – especially when things don't work as expected!



Making friends and creating a sense of community is important to members of all ages and interests.  
We challenge ourselves to be open, positive, respectful and inclusive in our interactions.  
We value the diversity and input of all members from every membership category.



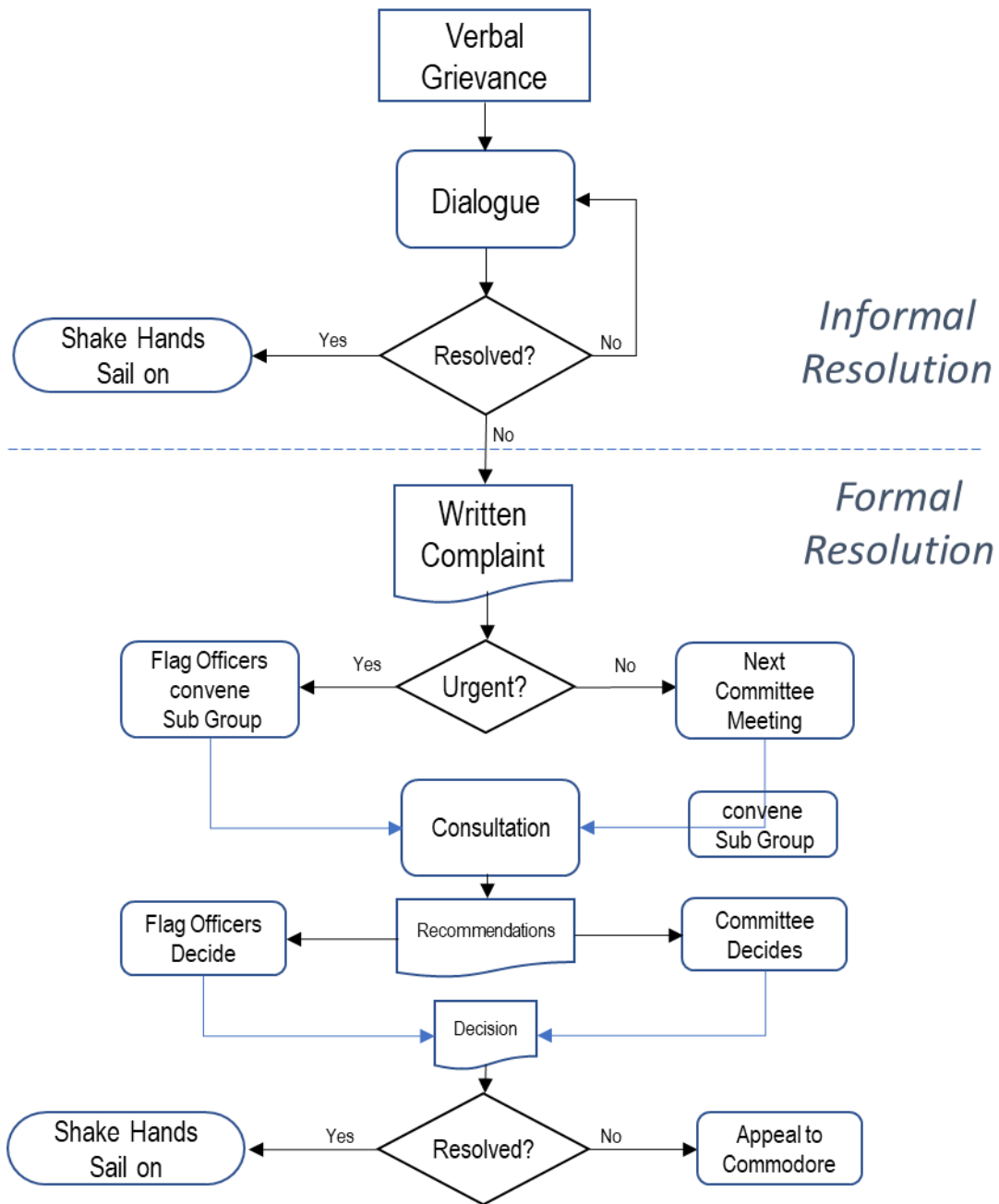
Remember we joined for pleasure.  
Stay positive and respectful in all our interactions.  
Remember to enjoy ourselves and not get too serious.  
Healthy competition is great, but enjoyment must come first.

**1.2 Scope of this procedure**

This procedure provides a guide as to how to raise a concern, grievance or complaint with regard to interactions or decisions within the control of the club. The intent is, at all times, to attempt to resolve issues as much as possible without escalating further through the procedure. The procedure nevertheless provides guidance to club members, committee members and flag officers as to a consistent and fair method for dealing with grievances that are not successfully resolved in an informal manner.

**Where grievance is with respect to interactions with juvenile members of the club, special considerations are required and the Children's Officer has certain critical responsibilities. These are outlined in Child Safeguarding SOPs (MYC10 through MYC25).**

2.0 Escalation Flowchart



### **3.0 Raising a grievance**

#### **3.1 Informal Resolution**

**3.1.1** The term grievance is used to encompass disagreement, issue, or complaint with regard to behaviours, decisions or actions taken with regard to the club operation.

**3.1.2** Where a member has a grievance with a fellow member, club officer or committee member we strongly encourage an initial attempt to resolve the grievance between the two parties through positive dialogue and mindful of the club values.

**3.1.3** When this initial attempt to resolve is not successful, the grievance should be brought to the attention of an appropriate committee member or flag officer. (In the case of a juvenile member, the grievance should be brought to the Child Welfare Officer where special considerations may be required and are dealt with separately).

**3.1.4** The notified Committee member, or a nominated person, will attempt to mediate and resolve informally in the first instance, through dialogue. At this stage there is no requirement to document details.

#### **3.2 Escalation to Formal Complaint**

**3.2.1** If the person raising the grievance is not satisfied with the outcome from the informal step then they have the option to lodge a “formal complaint” in writing, (email will suffice). The complaint should be addressed to the appropriate committee member and at least one of the Flag Officers. The complaint should outline the effort to resolve informally, and what ideally they seek as an outcome.

**3.2.2** There is also the option for a committee member to recommend a formal complaint or raise it themselves if attempts at informal resolution are not successful and it is considered in the interests of the club to discuss and resolve the issues arising.

**3.2.3** The committee member receiving the complaint will acknowledge receipt of complaint in writing, and may request clarification.

**3.2.4** The complaint will be raised at the next committee meeting, where if appropriate a decision or resolution can be identified immediately, or a smaller sub group tasked to investigate and propose a solution / recommendation.

**3.2.5** If the complaint is of a very urgent nature then the Flag Officers can decide to task a sub group to work immediately on investigation and resolution recommendation in advance of next committee meeting.

3.2.6 If the complaint concerns the actions or behaviour of a named individual, wherever possibly that individuals name should only be shared with the sub group tasked with resolution. That individual should also be informed in writing that a complaint has been raised and will be consulted accordingly.

3.2.7 If there is a conflict of interest for any of the parties involved they shall declare as such and will not be part of any follow up discussion or decision.

### **3.3 Complaint Resolution**

3.3.1 After further consultations with affected parties and any appropriate investigation the sub-group will issue their findings and recommendations to the Flag Officers in the first instance. The Flag Officers can decide to accept the recommendations and agree response to complainant, or defer to the next committee meeting for discussion or vote.

3.3.2 The resolution of the complaint will be in written form, but presented verbally to those concerned directly.

### **3.4 Appeal**

3.4.1 The complainant has the option to appeal the outcome to the Commodore (or other deputizing Flag Officers as appropriate). The Commodore has the option to invite the complainant to make their case to the committee and seek a vote, or may offer to consult with Club President, Trustees or others before making a final decision.

3.4.2 The complainant has the ultimate option to escalate to the governing body of Irish Sailing, but must advise the club officers as to that fact.

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