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 **Precision Target shooting for the Physically Disabled**

 **DTSGB Holdings Limited. Head Office** Stoke Mandeville Stadium, Guttmann Road, Aylesbury. HP21 9PP.

 Web Site: [www.disabilityshooting-gb.org](http://www.disabilityshooting-gb.org)

**DSGB Grievances Procedure**

**Definitions**

**For definitions of words and meanings refer to DTSGB Holdings STANDARD DEFINITIONS.**

There is no substitute for attempting to clarify misunderstandings and resolving problems informally. If any team member has an issue that he or she wishes to clarify or discuss, he or she should feel free **WITHOUT FEAR OF ANY RETRIBUTION** to raise this with his or her line manager.

**General Handling Protocols**

As a general principle the Company will, as far as practical, follow the 2009 ACAS Code of Practice on Disciplinary and Grievance Procedures (“The Code”). The principle requirements of the Code are detailed in Attachment 1 below.

The following procedures are in line with the recommendation of the Code.

**Informal Grievances**

If a team member or a member of the public has a grievance relating to any aspect of his or her association with the Company, the Company encourages that person to try to settle the grievance informally by raising it with his or her line manager or the person concerned with the grievance. If the person does not wish to raise the matter informally or if a grievance raised informally has not been resolved, the person may raise a formal grievance as detailed below. If the person chooses to raise a formal grievance the provisions of the Company’s Whistle Blowing Policy will govern that procedures used to progress any investigation.

**Formal Grievance Procedure**

The person raising the complaint must set out the grievance and the basis for it in a written statement addressed to the CEO of the Company without undue delay. The person will be invited to a meeting to discuss the grievance. The person must take all reasonable steps to attend this meeting which will take place within twenty one (21) days from the point of raising the grievance.

The CEO will inform the person in writing of the Company’s decision in response to the grievance within five working days of the meeting. The person will have the right to appeal this decision.

**Grievance Appeal Procedure**

All requests for an Appeal must be made in writing to the CEO of the Company, or if the grievance is against the CEO, to the Chairman, no later than fourteen (14) days after the Company's decision was notified in writing to the person raising the grievance.

The first of these 14 days is the day on which the person received written confirmation of the Company's decision.

The period in which the request for an Appeal should be made may be extended if circumstances arise that prevent the person from complying with the three-day notice period, for example, but not limited to: Athletes competing/training overseas, ill health, family bereavement. If the period is extended the maximum period for any extension of time shall be twenty one (21) days.

The Company will arrange and hold an appeal meeting as quickly as possible. The Appeals Panel will be made up of three people who have not been involved in the original grievance investigation.

The person requesting the appeal will be entitled to attend the appeal meeting and will be given an opportunity to state his/her case. The person must take all reasonable steps to attend this meeting.

The Company will inform the person in writing of its decision in response to the appeal within five working days of the meeting.

The decision at this stage will be final.

All meetings provided for in this procedure will be arranged as quickly as possible.

The purpose of this procedure is to resolve at the earliest opportunity any issues raised.

While the Company will make every effort to settle issues within the time limits indicated this may not be possible on occasions.

In these circumstances an extension of time may be arranged.

In the unlikely event that the person is still dissatisfied with the Company’s decision they may request that their case is referred to the Sports Resolutions, who will appoint an independent adjudicator who has no connection with the sport, from their panel of experts.

Should the person decide to ask for the matter to be referred to Sport Resolutions they will be expected to contribute 50% towards the costs of the referral fees for this services. If Sport Resolutions finds in favour of the person the Company will refunded in full any fee contribution paid by the person.

At all stages of the procedure the person is entitled to be accompanied by a colleague or any person of their choice.

**Post-Termination Grievances**

Should a Team Member wish to raise a grievance after they have terminated their association with the Company and they did not raised the grievance during his or her association, he or she should submit the grievance in writing to the CEO of the Company as soon as possible after the termination of their association.

If the grievance was not raised by the Team Member before they left the Company, the Grievance Appeals Procedure will be used to consider the merit of the grievance.

**Policy Review Date:** This policy will be reviewed no later than November 2018 or sooner in the event of legislative changes or revised policies and best practice.

**Attachment 1**

The following is a brief and simple outline of the guide used, based on the Code’s content:

1. The best way to deal with any grievance is for the aggrieved person to raise it informally with their responsible officer.
2. If a grievance cannot be resolved informallythe person should be raised formally and promptly in writing with the Company’s CEO;
3. The CEO will hold a meeting with the person to discuss the grievance, without unreasonable delay. The Company should be prepared to adjourn the meeting if it feels that it has become apparent during the meeting that further investigation is necessary;
4. Persons raising grievances have a statutory right to be accompanied by a colleague or trade union representative at the grievance meeting, but the colleague does not have the right to answer questions on the person’s behalf;
5. Decisions as to any appropriate action to be taken after the grievance meeting shall be communicated to all parties without unreasonable delay. Where appropriate, this may include setting out what action will be taken to address the grievance. The person raising the grievance should be informed of their right of appeal;
6. A person who wishes to appeal against a decision made by the Company with regard to a grievance should do so in writing without unreasonable delay to the Chair of the Company.
7. The Chair, in consultation with the Vice Chair, will review all the papers and evidence. These officers will come to a decision on any appropriate action to be taken by the Company and its officers.
8. The decision of the Chair and the Vice Chair shall be communicated to the all parties without unreasonable delay and shall be final and binding on all parties.