

CAAGA Grievance Procedure

Introduction

The aim of our Grievance Procedure is to settle grievances or complaints fairly and it is intended to operate simply and quickly. Every effort will be made to resolve the issue at the earliest possible stage, and at each stage we will try to settle the issue amicably. If any member has a problem with any other member (including committee members), and they have been unable to sort it out between themselves they should report the issue to any member of the Committee who may be able to help in agreeing an informal solution. If the problem is serious or remains unresolved or the member wishes to raise the matter more formally, they can write to the Secretary either by email or letter.

The Procedure

a) Raise the grievance in writing

The member needs to put full details of their grievance in writing and send it to the Association Secretary without unreasonable delay, within one month of the incident they are complaining about. The complaint should describe exactly what constitutes the grievance, with dates, times, witnesses, etc. as applicable, and should contain all the facts required as this will form the basis of the further process.

It may be that the complainant has made their complaint in the first instance via email or letter without the initial verbal attempt. If the case is regarded as less serious by the Committee or can probably be resolved by a more informal approach then members of the committee will try and resolve it without resorting to a more formal meeting.

It is not possible, given the limited resources and voluntary nature of our association, to have a formal meeting for minor matters or ones where application of the allotment rules can decide matters.

b) Invitation to a Meeting

If a formal approach is to be taken, the Association Secretary will contact the member, normally within 28 days of receiving the complaint, to organise a meeting with members of the committee to discuss the matter. Any member of the committee who has no involvement with the complaint may be part of the hearing. The member complaining is welcome to bring one person with them to support them. The Secretary will seek a number of suitable dates for the meeting, but if the complainant unreasonably refuses all of them or fails to appear on an agreed date, the meeting will take place in their absence based on their written complaint.

If the complaint can be resolved by examining allotment rules, there are no grounds to take the situation further.

c) Grievance Meeting

Where possible, a note-taker, who must also be uninvolved in the case, will take down a record of the proceedings. One of the committee members hearing the complaint will introduce the meeting, read out the grounds of the member's grievance, ask the member if they are correct and ask the member to provide clarification if any details of the grievance are unclear. The member will have the opportunity to put forward their case and say how they would like to see it resolved. They may call witnesses and refer to any documents they have already sent to the Secretary, and they may sum up – but the scope of the complaint will not be expanded at this stage. The committee members who are hearing the grievance may question the member and any of their witnesses. They should if appropriate also invite the person against whom the grievance has been made to submit their view of the situation, and may also decide they need to undertake further investigation and talk to other witnesses or other people involved. Having undertaken a full investigation, the Committee members will give their decision in writing to the member, normally within two weeks of reaching their conclusions. If appropriate, the decision will set out what action the Association intends to take to resolve the grievance with reference to the Association rules or, if the grievance is not upheld, will explain the reasons.