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## Grievance Policy

Last updated	June 2021
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*Crew refers to any person who is on a RtE vessel or supporting on the land.*

*This policy has been developed under the guidance of British Rowing and Rowing Ireland*

### Overview

Row the Erne (hereafter referred to as RtE), views grievance as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the grievance.

Our policy is to:

- Provide a fair grievance procedure which is clear and easy to use for anyone wishing to make a grievance.
- Publicise the existence of the Club's grievance procedure so that people know how to contact us to make a grievance.
- Ensure everyone at Row the Erne knows what to do if a grievance is received.
- Ensure all grievance are investigated fairly and in a timely way.
- Ensure that grievances are, wherever possible, resolved and that relationships are repaired.
- Gather information which helps the Club to improve what it does.

### Definition of a Grievance

A grievance is any expression of dissatisfaction, whether justified or not, about any aspect of Row the Erne.

### Where Grievance Come From

Grievance may come from any person or organisation who has a legitimate interest in Row the Erne, e.g. members, funders, members of the local community etc. A grievance can be received verbally, by phone, email or in writing.

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### **Confidentiality**

All grievance information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the committee.

### **Review**

This policy is reviewed every three years and updated as required.

### **Grievance Procedure**

Contact Details for Grievance.

**Verbal grievance** may be made in person to any of Row the Erne's committee members and followed up in writing.

Written grievance may be sent by e-mail [secretary@rowtheerne.com](mailto:secretary@rowtheerne.com)

There is a **formal grievance form** that must be filled in. This can be obtained from any committee member.

### **Receiving Grievance**

Grievance received in person must be recorded. The Club representative (Committee Member/Skipper) receiving the grievance should:

- Write down the facts on the Grievance form.
  - Take the complainant's name, address and telephone number.
  - Note down the relationship of the complainant to Row the Erne.
- Tell the complainant that the Club has a grievance procedure.
- Establish if the grievance is informal or formal.
- Tell the complainant what will happen next and how long it will take.

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### Resolving Grievance

#### **Informal Grievance**

- If the grievance relates to a specific person (Person Y), they should be informed and given a fair opportunity to respond.
- Consider resolving the issue by talking/explaining each side of the situation with both parties present and seeking an apology, if required by either/both parties.
- Whether or not the grievance has been resolved, the grievance information should be *passed to the committee, in writing, within one week.*
- On receiving the grievance, the committee records it in the grievance electronic log by the Safety Officer.

#### **Formal Grievance:**

##### **Stage 1**

- The complainant wishes to make a formal grievance in writing to the Committee.
- The Committee identifies the appropriate person to investigate it and to take appropriate action.
- If the grievance relates to a specific person (Person Y), they should be informed and given a fair opportunity to respond.
- Grievance should be acknowledged by the Safety Office (the person handling the grievance) within one week.
- The acknowledgement should say who is dealing with the grievance and when the person complaining can expect a reply.
- A copy of this Grievance Procedure should be attached.

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### **Resolving the Grievance at Stage 1**

- Ideally complainants should receive a definitive reply within four weeks.
  - o If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
  - o Whether the grievance is justified or not, the reply to the complainant should describe the action taken to investigate the grievance, the conclusions from the investigation, and any action taken because of the grievance.

### **Stage 2: Grievance Panel**

- If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the grievance is officially reviewed by the Committee.
- If the complainant is not satisfied with the response, he/she received at Stage One, he/she can take this further by writing to the committee by letter or e-mail.
- The written correspondence by the complainant shall contain:
  - o what happened;
  - o when it happened;
  - o who dealt with you;
  - o what you would like us to do to put things right.
- The complainant must do this within two weeks of receiving our response to stage one.

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## **Dealing with the Grievance**

- Within 5 working days of receiving your 'second stage' grievance the committee will write or phone to say that we have received it.
- The Committee shall select a panel to review the grievance. This will consist of 3 Committee members and 3 current members of Row the Erne selected by the committee.
- The Panel will meet to discuss the grievance. They will review all evidence pertaining to the grievance and will make a decision that also details the course of action.
- The complainant will receive a reply to his/her grievance within 10 working days from receipt of grievance.
- If the Committee cannot give a full reply in this time, it will tell the complainant why and when he/she is likely to receive it.
- If the Panel considers it worthwhile, it may ask the complainant to come to a meeting with it to discuss his/her grievance in more detail.
- This meeting would normally be held within 10 working days of the Committee receiving the grievance.
- The Committee will respond to the complainant in writing (letter/email) with their decision and course of action.

## **Variation of the Grievance Procedure**

- The committee may vary the procedure for good reason.
  - This may be necessary to avoid a conflict of interest, for example, a grievance about a committee member should not also have this member as the person leading a review.
  - Monitoring and Learning from Grievance should be reviewed annually to identify any trends which may indicate a need to take further action.

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**Grievance Report**

**Name and role of person completing this report:**

**Signature of person completing this report:**

**Date:**

**Name of Complainant**

**Signature of person completing this report:**

**Date:**

**Details of Complainant**

**Postal Address:**

**Email:**

**Telephone number:**

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**Grievance, hereafter referred to as the incident.**

**Date and time of incident:**

**Name/s of person/s involved in the incident and their clubs/associations:**

**Description of incident:**

**Witnesses (include contact details):**

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**Reporting of the incident to club/association**

<b>Incident Reported to:</b>	<b>Date:</b>
<b>How (this form, in person, email, phone):</b>	

**Follow Up Action**

<b>Description of actions to be taken:</b>
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**Informal Resolution**

<b>Name and role of person resolving the incident:</b>
<b>Signature of person completing this report:</b>
<b>Date:</b>

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**Name of Complainant who is satisfied that the incident has been resolved**

**Signature of person completing this report:**

**Date:**

**Incident was not resolved informally**

**Course of Action:**

**Signature of person completing this report:**

**Date:**