



GUIDE TO FILING A GRIEVANCE

Introduction

British Rowing recognises that on occasion people who participate in Rowing may feel aggrieved about some aspect of their involvement in Rowing. It is important that everyone has an opportunity to express their views and to have any issues resolved in a fair and speedy manner. These issues are referred to as 'Grievances'. British Rowing has established in the British Rowing Regulations a process for the raising of a Grievance and how it should be resolved.

What is a Grievance?

A Grievance is an issue, complaint, dispute, concern or a problem raised by a person with British Rowing. You can raise a Grievance on your own behalf or on behalf of an organisation such as a Club (but if you do raise a Grievance on behalf of an organisation you must be authorised to do so by that organisation).

A Grievance should not be raised if there are other ways in which the issue could be dealt with. If there are other ways that an issue could be resolved, you must explore these before a Grievance can be raised. It is quite normal for issues to be capable of informal resolution through mutual agreement.

A Grievance cannot be raised with British Rowing if the issue does not concern British Rowing – for example, if you have an issue with your Club that needs resolving. You can only raise these issues with the organisation concerned.

How is a Grievance Raised?

If you are considering raising a Grievance you should first read the relevant sections of the British Rowing Regulations. It is important to be clear as to what you are complaining about, and how this is covered in the Regulations. (If the issue does not relate to something that British Rowing is committed to doing as part of the Regulations, it is likely that the Grievance will not be accepted.)

If you want to proceed with a Grievance, the British Rowing Grievance Form should be completed and sent to British Rowing. This form should be sent with all relevant information and documents that you have that are relevant to the issue. You should also explain what you would like the outcome of the process to be.



What happens once a Grievance Form is sent?

Once British Rowing receives the Grievance Form, it will check it to make sure that it complies with the Regulations. If it does not comply with the Regulations, then it will be dismissed. This might be for one of a number of reasons: that you still have an alternative way of resolving the issue; that no evidence, or not enough evidence, to support the claims made in the Grievance has been provided; there are no issues to be resolved, or the issues raised are not relevant to British Rowing, or that the Grievance simply has no merits. If the Grievance is dismissed, you will be told why. If the problems identified with the Grievance can be fixed, you can re-submit the Grievance once those problems are addressed.

Investigating a Grievance

If British Rowing finds that the Grievance complies with the Regulations, it will appoint an 'Investigating Officer' to look into the Grievance in detail.

The Investigating Officer will let the person or persons who are the subject of the Grievance know that the Grievance has been made, and will let them have a copy of the Grievance. They will then have an opportunity to respond to the Grievance. This response will usually be provided within twenty-one days of receiving the Grievance, although more time can be allowed if it is needed.

Once this response is received, the Investigating Officer can carry out any follow-up investigation that the Investigating Officer thinks is necessary, which might include meeting with you and the different people involved in the Grievance.

Resolving the Grievance

Once the Investigating Officer has completed the investigation into the Grievance, the process will be concluded. The Investigating Officer has two options: to announce the conclusion of the investigation, or arrange for a hearing to take place, if the Investigating Officer feels that there are still some issues that need to be resolved. A hearing can take place in person, by telephone or video conference, or on the basis of written submissions – whatever the Investigating Officer feels will produce the fairest outcome.

Notification of Result

The Investigating Officer will make a decision regarding the Grievance within 14 days of either the investigation being completed, or of any hearing. The Investigating Officer will notify you and the other parties as to the decision.



This notification will explain how the investigation was conducted and what issues were looked into; what evidence was obtained and reviewed; and the conclusions drawn by the Investigating Officer. Depending on the outcome of the investigation, the Investigating Officer will also make recommendations as to what steps should be taken next by British Rowing.

Appeals

You and the other persons involved in the Grievance all have an appeal right, which is explained in detail in the Regulations.

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