



Disciplinary and Grievance Procedure

This document lays out our procedure for dealing with situations between Oxford City FC (“the club”) and its employees, service users and volunteers. For the purpose of this document:

- **Volunteers** are defined as an unpaid member of the club that has a role of responsibility within the club.
- **Service-users** are defined as any individual who has paid for a product or service from the football club.
- **Employees** are defined as an paid member of the club that has a role of responsibility within the club.

1. Disciplinary Procedure

The aim of this procedure is to ensure that all individuals are treated in a fair and consistent way if there is a concern about their performance or conduct. It is hoped that most concerns will be satisfactorily dealt with through informal discussions based on honesty and respect. However, there may be times when the following guidelines are needed.

Examples of times when the procedure might be needed are: a breach of health and safety arrangements, the individual is unreliable; the individual does something outside of the agreed code of conduct. More serious examples include: displays of prejudice or sexual harassment, displays offensive or disrespectful behaviour.

2. Procedure

At any stage of this procedure the individual’s line manager will seek to be clear about the concerns and about what change or improvement is necessary. A range of options may be explored to help and support the individual, such as additional training or a leave of absence etc. The individual will be asked what would help them to change or improve their performance. The club reserves the right to skip stages of the procedure as it sees fit.

2.1 Informal stage

If at any time a individual is causing concern, their line manager will raise the matter clearly with them, explaining what the individual needs to do in future.

2.2 Verbal Warning

If the individual has not attended to concerns already discussed or if there is a major concern then the line manager having documented the facts will put the findings in writing to the individual. The line manager will meet with the individual (who will be given a chance to state their case) and if



necessary give the individual a verbal warning that their performance is a cause for concern. Another individual or friend may accompany the individual to this meeting if they wish. The supervisor will be clear about how aspects of the individual's performance could improve. A date will be set to review the situation within one month. The warning will remain on file for three months. The individual will be given a copy of the disciplinary and grievance procedure as soon as the procedure is invoked and has the right to appeal to the Senior Management Team.

2.3 Written Warning

At the time set for review, or earlier if there is further breach of conduct, the line manager will meet with the individual, who again can be accompanied by another individual. If there has been insufficient improvement the line manager may give a written warning at the end of the meeting stating the problem, indicating the improvement needed and setting a date for review within one month together with the warning that the individual may be asked to leave if there is no improvement. Again, the individual may appeal against this to the Senior Management Team. The warning will remain on file for 12 months.

2.4 Termination of Volunteer's Services

At the time set for the review or earlier if there is a further breach of conduct, two representatives of the Senior Management Team will meet with the individual. If there has been insufficient improvement the individual will be asked to leave immediately. The representatives will give a reason for the decision and detail their right of appeal and will put this in writing to them within a week.

2.5 Appeals

All appeals to the Senior Management Team need to be requested within seven days of any stage in the disciplinary action. The appeal will be attended by the individual, a witness and two representatives of the Senior Management Team who have not been involved in earlier stages. The representatives' decision will be put in writing within seven days and will be final.

3. Gross Misconduct

In most circumstances the procedure detailed above will be adhered to. However, in cases of serious misconduct suspension of the individual may be considered so that an investigation can be carried out without prejudice at the discretion of the line manager. The reasons for taking such action will be put to the individual in writing who would then have the opportunity to state their case. Examples of such serious offences are as follows (but are not limited to):

- Assault.
- Breach of the club's Safeguarding Policy.
- Breach of the club's Equal Opportunities Policy.



- Breach of club's Code of Conduct
- Sexual abuse or harassment.
- Reckless/malicious damage.

At least two representatives of the Senior Management team will be involved in such a case.

4. Grievance Procedure

The club recognises that from time to time individuals may wish to seek redress for grievances relating to their work. In this respect the organisation's policy is to encourage free communication so that any problems may be aired and where possible resolved quickly and to the satisfaction of all concerned. In many cases it will be possible to resolve problems through informal conversation and negotiations. All individuals are encouraged to raise problems at this level before seeking more formal solutions. The following procedure is for individuals who feel that the informal routes have failed and that their grievance needs to be tackled in a more structured and formal way.

1. If an individual or a group have a grievance, they should first raise this in writing or verbally with their line manager who will record details of their concerns and seek the views of other people involved in the complaint and arrange a meeting to make suggestions about the resolution of the grievance.
 - a) If the grievance is against the individual's line manager the matter may be raised directly with the Director of Football who will seek the views of other people involved in the complaint, record additional information. In either case, a decision will be given as soon as possible.
2. At this point, the line manager will arrange a meeting to make suggestions about the resolution of the grievance. All parties will either agree on a way forward and a date will be set for a month's time to review progress. This will be put in writing for all concerned.

If the individual is dissatisfied with the decision then they may appeal using the process above.