



GRIEVANCE PROCEDURE

Purpose

This policy and the associated procedure are designed to clarify and provide guidance on the treatment grievances.

Scope

This policy applies to all employees of Charlton Athletic Football Club and Charlton Athletic Women's Football Club, which includes the Men's first team, Women's First Team, the Boys Academy inclusive of PDP and the Girls Academy of PGA and ETC.

Raising a Grievance Informally

If you have a concern, we encourage you to raise it as soon as possible. Here's how you can do that:

Informal Approach: If you feel comfortable, try discussing the issue directly with the person involved. Many issues can be resolved through open and honest communication.

Speak to Your Line Manager or HR: If an informal approach doesn't work or isn't appropriate, you should raise your concern with your line manager or HR. They will listen to your concerns and work with you to find a solution.

Line managers are encouraged, where possible, to manage any concerns or issues raised promptly and in full, to prevent escalation.

Raising a Formal Grievance

If your issue remains unresolved, you can raise a formal grievance. To do this, put your grievance in writing and submit it to your Manager and, or HR. Please include all relevant details and any steps you have already taken to try and resolve the issue. You should also include what resolution you are looking for, where possible.

Where the grievance is against your line manager, the complaint should be addressed to an alternative senior manager or HR. Where your grievance is against a senior manager, it should be sent to HR.

Formal Grievance Process

Investigation: We will conduct a thorough investigation into your grievance. This may involve meeting with you and other relevant parties to gather information.

Grievance Meeting: You will be invited to a meeting to discuss your grievance in more detail and define how you think it should be resolved. This meeting will be scheduled as soon as reasonably possible, without unnecessary delay.

You have the right to be accompanied by a colleague or trade union representative during this meeting. If you wish to be accompanied, please let us know the name of the companion and whether they're a colleague or a trade union representative, in good time.



If you wish to rely on any supporting documentation at any grievance meeting or appeal hearing, please provide copies to the relevant Manager appointed to hear your grievance, at least 48 hours before the hearing is due to take place (where practicable).

We expect you to do your best to attend the meeting but if you or your chosen representative can't make it, we will try to rearrange it for a time that works for everyone. Rescheduled meetings will usually be within a week of the original meeting time.

If circumstances beyond your control prevent you from attending, inform your manager as soon as possible. Failure to attend without a valid explanation, or if it appears that you have not made sufficient attempts to attend, may result in us closing the grievance and issuing an outcome based on the information provided.

We do not usually allow grievance meetings to be recorded but we will take notes throughout. The notes will not be verbatim; however, they will be a true reflection of what was discussed. You'll be given a copy of the notes after the meeting.

Outcome: Following the investigation and meeting, we will notify you of the outcome in writing as soon as possible, and ideally within 10 working days after the investigation has concluded. This communication will also include details of any actions we intend to take in response to your grievance.

Appeal: If you are not satisfied with the outcome, you have the right to appeal. To do this, please submit your appeal in writing within five working days of receiving the outcome.

Your appeal will be heard without delay. The appeal will (where practicable) be heard by someone more senior who has not previously been involved in the case.

The person hearing the appeal may arrange to meet with you before making a decision. You'll have the right to be accompanied at that meeting by a colleague or trade representative.

The outcome of the appeal will be confirmed in writing, without unreasonable delay and where possible, within 10 working days of the meeting. Decisions made at this stage will be final.

Grievances and the Disciplinary or Capability Process

If a grievance is raised during the course of a disciplinary or capability procedure, we reserve the right to suspend the disciplinary or capability procedure until the grievance can be considered. We may bring another manager, or an external HR Consultant in to deal with the disciplinary or capability case if appropriate.

Where the grievance is related to the disciplinary or capability procedure, the investigating manager may consider it appropriate to deal with both issues alongside each other.

Confidentiality

We understand that raising a grievance can be difficult, and we are committed to handling your concerns with sensitivity and confidentiality. Information will only be shared with those involved in the grievance process.



Confidential records of grievance matters will be kept in the employee's personnel file in accordance with GDPR. Copies of relevant meeting notes will be provided to the employee, although we reserve the right to withhold certain information to protect a witnesses or other parties.

Adapting the procedure to the circumstances


Dependent on the situation, time limits specified in this policy may be varied with your agreement. We recognise that in certain cases, for instance where an employee has a disability or impairment, we may need to adapt or adjust our procedure. The relevant circumstances will be considered on a case-by-case basis.

If, for any reason, it is not possible or not appropriate for you to attend a meeting in the normal way, we may at our discretion make some other arrangements, such as holding the meeting at a different venue, arranging to conduct meetings by telephone or written correspondence.

About This Policy

This policy will be reviewed from time to time to ensure that it reflects our legal obligations and organisational needs. It does not form part of your contract of employment, and we reserve the right to modify any part of this policy at our discretion and in accordance with any required legislation changes.

VERSION CONTROL AND AUTHORISATION

Version	Date Issued	Reviewed By	Signature	Date
V1.1	August 2025	Head of HR, Francesca Lee		4/8/2025