



GRIEVANCE PROCEDURE

The grievance procedure is intended as the tool by which a member of Meiyo Karate Club may formally have a grievance, regarding any condition of their membership, heard by the management of the Club. The aggrieved person has the right to representation by a Dojo colleague.

In the event of a member of the club wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their instructor as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve Meiyo Karate Club members.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters.
2. Disputes, which are of a collective nature.

Stage 1

A member who has a grievance, should raise the matter with his/her instructor/supervisor immediately either verbally or in writing. If the matter itself concerns the his/her instructor/supervisor, then the grievance should be taken to the Meiyo Karate Club Management Committee.

If the instructor/Management Committee is unable to resolve the matter at that time then a formal written grievance form should be submitted (see appendix 1). The instructor/Management Committee should then respond within **2 working days** (i.e. the instructor's/Management Committee's normal working days) to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the instructor/Management Committee decision and who to appeal to if still aggrieved.

Stage 2

In most instances the Club would expect the instructor's/Management Committee's decision to be final and for the matter to come to a close. However, in some circumstances the member may remain aggrieved and can appeal against the decision of the instructor/Management Committee concerned.

The appeal, to the instructor/Management Committee's next in line, must be made within ten working days of the original response to the member's grievance. The appeal must be in writing (see appendix 2) and contain the original formal Grievance form. This next in line will attempt to resolve the grievance. A formal response and full explanation will be give in writing, as will the name of the person to whom they can appeal if still aggrieved, **within 7 days**.

Where the 'next in line' manager at this stage is the Management Committee with responsibility for the Instructor's function, then the grievance should immediately progress to stage 3.

Stage 3

If the member remains aggrieved there will be a final level of appeal to The JKR-UK Founder members. If any of the JKR-UK Founder members are involved in the grievance, the matter must be escalated to the JKR Ombuds Program. This appeal must be made in writing (see appendix 3), enclosing a copy of the original Formal Grievance form, to The JKR-UK Founders/JKR Ombuds Program within ten working days of receipt of the Stage 2 response who will view the documentation and respond within the parameters of their policies and procedures arrange and hear the appeal with another management representative and respond formally with a full explanation **within 20 working days**.

Where a grievance is raised against a Senior or Chief Instructor of the JKR-UK then the grievance will be heard by the JKR Ombuds Program.

There is no further right of appeal. Where however **both** parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.

Using mediation

An independent third party or mediator can sometimes help resolve grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.

Meiyo Karate Club will seek to identify members who have been trained and accredited by an external mediation service who can act as internal mediators in addition to their day jobs. When this is not appropriate the Company will source an external mediation provider. Mediators will work individually or in pairs as co-mediators.

There are no hard-and-fast rules for when mediation is appropriate but it can be used:

- for conflict involving colleagues of a similar job or grade, or between a line manager and their staff
- at any stage in the conflict as long as any ongoing formal procedures are put in abeyance
- to rebuild relationships after a formal dispute has been resolved
- to address a range of issues, including relationship breakdown, personality clashes, communication problems and bullying and harassment.

Mediation is not part of Meiyo Karate Club's formal grievance procedure. However if both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced.

Appendix 1

To:

From:

Date:

Immediate Superior (If appropriate):

Dear

I wish to take a formal grievance out against:

in line with the Meiyō Karate Club's Grievance Procedure. The details of my grievance are shown below :

Yours sincerely,

(Instructor should respond to this formal written grievance within 2 working days unless an extended period for response is mutually agreed)

Appendix 2

To

From

Date

Immediate Superior (If appropriate):

Dear

On (within 10 days of the response to the initial formal grievance) my grievance against was heard by:

I am not satisfied with the outcome of this meeting and would like to appeal to yourself for a further hearing of my grievance, in line with Meiyō Karate Club's Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

(Management Committee should respond to this formal written grievance within 7 days unless an extended period for response is mutually agreed)

Appendix 3

To (Director):

From:

Date:

Immediate Superior (If appropriate):

Dear

On (within 10 days of the response to the second stage of the formal grievance) I appealed to against the decision made at my initial grievance against

I remain dissatisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with Meiyo Karate Club's Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

(JKR-UK Founders/ JKR Ombuds Program should respond to this formal written grievance within 20 working days unless an extended period for response is mutually agreed)