



PONTYPRIDD ROADENTS AC

Grievance Policy & Procedures

Formal Procedures for Resolving Complaints and Disputes

Version 4

February 2026

1. Introduction

These procedures will be used by Pontypridd Roadents AC to resolve grievances raised with the club.

A grievance is an issue, complaint, dispute, concern or problem which does not involve alleged serious misconduct. Allegations of serious misconduct should be resolved by reference to Pontypridd Roadents AC's Disciplinary Procedures.

For the purposes of these procedures a person raising a grievance will be referred to as the Aggrieved and the individual against whom the grievance is being taken will be referred to as the Respondent. The terms 'Aggrieved' and 'Respondent' are in no way intended to imply fault by either party. At all stages of the grievance process the Aggrieved and the Respondent may be supported and accompanied by a supporter.

If in the course of these procedures evidence emerges of serious misconduct that the complainant wishes to pursue formally, these procedures will be put aside and the case will be dealt with under the Pontypridd Roadents AC's Disciplinary Procedures.

These Grievance Procedures enable individuals or groups to raise issues that affect their well-being and ability to perform within athletics effectively. It is impossible to provide a comprehensive list of all the issues that might give rise to a grievance, but some of the more common include:

- Breaches of health and safety
- Breaches of Codes of Conduct
- Breaches of policies, practices and procedures

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- Equal opportunities concerns

The Respondent may be an individual or a group of individuals.

Pontypridd Roadents AC recognises the importance of dealing with grievances, disputes and complaints confidentially, seriously, fairly and quickly.

Any person that raises a grievance will:

- Be given a fair hearing concerning any grievances they may have
- Have the right to be accompanied by a supporter when raising a grievance

All parties to a grievance should cooperate constructively to resolve matters by informal methods wherever appropriate. It is hoped that grievances can be resolved amicably, thereby maintaining, and where necessary, restoring good relations within the sport of Athletics.

A person with a grievance must state his or her grievance formally in writing to a Nominated Welfare Officer or the Chairperson — which may be by email — unless it is resolved informally, for this procedure to be applied.

Where the person with a grievance has a disability, Pontypridd Roadents AC will make reasonable adjustments to ensure they are not treated less favourably. For example, if an Aggrieved is unable to submit a written grievance because of a disability, Pontypridd Roadents AC will provide assistance where reasonable.

2. Jurisdiction

Pontypridd Roadents AC is an affiliated running club and a member of Welsh Athletics. The Committee of Pontypridd Roadents AC holds ultimate responsibility for ensuring that all grievances are dealt with in accordance with its policies and procedures.

The Committee of Pontypridd Roadents AC delegates specific management and governance functions to its Welfare Officers, including a responsibility to the Nominated Welfare Officer or Chairperson to resolve any grievances referred to it.

No Welfare Officer, Chairperson or other Committee member shall be involved in the grievance process who has any relationship that may be considered in any way partial — including, but not limited to, familial or close personal relationships or friendships.

Confidentiality, diligence, fairness, impartiality and natural justice are key features of these procedures and will be applied at all times.

3. Raising Grievance Issues Informally

Pontypridd Roadents AC is committed to the resolution of individual grievances informally whenever possible. An Aggrieved is strongly encouraged to seek to resolve any matter with the individual or individuals concerned prior to any action by Pontypridd Roadents AC.

Pontypridd Roadents AC's Welfare Officers should give any grievance that has been raised informally proper and full consideration. They will be encouraged and supported to facilitate mutually acceptable solutions to genuine concerns raised by people involved in athletics.

4. Raising Grievance Issues Formally

4.1 Stage One

If the Aggrieved has not been able to resolve a grievance informally with the relevant individual or individuals, Pontypridd Roadents AC will become involved. The Aggrieved may request a review of the grievance by writing — which may be by email — to the Nominated Welfare Officer or Chairperson. The request should state:

- The details of the grievance
- The action taken by the Aggrieved to resolve the matter so far
- The outcome or remedy sought
- The circumstances which warrant the further involvement of Pontypridd Roadents AC

Copies of relevant papers in support of the grievance should be included. If the Nominated Welfare Officer or Chairperson is a cause of the grievance, an appropriate Committee Member will be identified in consultation with the Committee to consider the grievance.

The Nominated Welfare Officer, Chairperson or appointed Investigating Committee member will notify the Respondent that a grievance has been submitted and will provide the Respondent with a copy of the grievance. The Respondent will be given the opportunity to provide a statement and any relevant papers in response, normally to be returned within two weeks. Both parties should be aware that information provided by them may be disclosed to the other party.

In exceptional circumstances it may be necessary for the Nominated Welfare Officer, Chairperson or Investigating Committee Member to carry out further investigation by meeting with the Respondent and any relevant witnesses. If this occurs, any witness statements and/or relevant papers will be forwarded to the Aggrieved.

Where further investigation is necessary, the meeting may be adjourned and reconvened within a reasonable period of time. The timetable for further investigation will be discussed and agreed with the Aggrieved. Every attempt will be made to address the issue promptly.

Following the meeting, the Aggrieved will be informed in writing of the decision under Stage One. This will normally be issued within two weeks of the close of the grievance meeting and will summarise:

- The nature of the grievance
- The investigation that was conducted
- The decision and reasons for the decision
- Any outcome for a change in practices as a result of the decision
- A copy of meeting records and any formal minutes taken

A copy of this documentation will also be provided to the Respondent. Any dissenting comments in connection with the decision will be recorded.

Where, with mutual agreement, it would be helpful to seek external advice during or after the grievance procedure, a facilitator may be used to assist in rebuilding relationships or to provide expert advice. The facilitator may be an external person or an agreed person active in athletics in the region not directly connected with the grievance. A facilitator may be recommended by the Nominated Welfare Officer, Chairperson or Investigating Committee Member with the agreement of the Aggrieved.

4.2 Stage Two — Appeal

An Aggrieved who is not satisfied with the outcome of the Stage One meeting may appeal.

The Aggrieved should write to the Nominated Welfare Officer or Chairperson within two weeks of receipt of the Stage One decision letter. The letter should state the grounds on which the decision is challenged and specify the remedy or outcome sought.

The Nominated Officer shall appoint an Appeal Panel of three members and will also be responsible for appointing the Chair of the Panel. These members shall be members of the club.

In the interests of fairness and impartiality, none of the members of the Panel shall have been directly involved in the matter being considered.

The Appeal Panel should receive in advance copies of any documents that either party wishes to refer to during the Appeal Hearing. The Panel must also be informed of any witnesses either party wishes to put before it. The Panel will decide whether to hear evidence from witnesses in person or to rely on written statements.

The Nominated Welfare Officer will arrange for a Hearing to be convened for the Panel to consider the appeal. The purpose of the Hearing will be to understand the on-going nature of the grievance, to review the basis for the earlier decision and to explore potential solutions. The Aggrieved will be afforded every opportunity to state their grievance at the meeting.

Where further investigation is necessary the Hearing may be adjourned and reconvened within a reasonable period. The timetable will be agreed with the Aggrieved and every attempt will be made to address the issue promptly.

The decision under Stage Two will normally be issued within two weeks of the conclusion of the Hearing. The letter will summarise:

- The nature of the grievance
- The investigation that was conducted
- The decision and reasons for the decision
- Any outcome for a change in practices as a result of the decision
- A copy of Hearing records and any formal minutes taken

A copy will be sent to all parties who attended the Hearing and opportunity will be made for the recording of any dissenting comments. This will conclude the process for the resolution of grievances.

5. Keeping Records

Pontypridd Roadents AC will keep confidential records in a secure environment for up to three years. Records will include:

- Nature of the grievance
- Copy of the written statement of grievance
- Copy of Pontypridd Roadents AC's response
- Action taken
- Reasons for action
- Any business relating to an appeal

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- Further development

Records will be kept by the Nominated Welfare Officer, Chairperson or appointed Investigating Committee member.

6. Welsh Athletics Grievance Policy for Affiliated Members

As per the Welsh Athletics Grievance Policy, grievances arising in clubs, associations, competition providers and other bodies should be resolved within those organisations. Only in exceptional circumstances will Welsh Athletics become involved as a final level of appeal.

Confidentiality, diligence, fairness, impartiality and natural justice are key features of these procedures and will be applied at all times. No person shall be involved in the process who has any relationship that may be considered in any way partial — including, but not limited to, familial or close personal relationships or friendships.