

**Content:**

The objective of the Board Complaint and Grievance Procedure is to provide a Board Member who considers he/she has a complaint or grievance (hereafter called a complaint) with an opportunity to have it examined quickly and effectively; Where a grievance is deemed to exist, to have it resolved, where possible, at the earliest practicable opportunity.

Most complaints and grievances can be settled informally with fellow Board Members, and Board Members should aim to settle complaints/grievances in this way as soon as possible.

**Detail**

If a complaint cannot be settled informally with the relevant person, it should be raised formally with the Head of Operations and Governance who will investigate the complaint and liaise with the Chairperson on any outcome that is concluded before responding to the complainant.

If the complaint is identified as a formal grievance the procedure below will be followed. If it is deemed as a disciplinary issue then that procedure will be followed.

The Procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a formal grievance.

**Stage 1**

In the event of a formal complaint relating to the role or position of a Board member a complaint should, in the first instance, be put in writing and addressed to the Chairperson of the Board making it clear that it is a formal complaint under the terms of this procedure. Where the complaint is against the Chairperson of the Board, the complaint should be addressed to the Senior Independent Director. This grievance procedure will not be invoked unless the complaint is raised in accordance with these requirements.

The Chairperson of the Board (or Senior Independent Director) will then invite the person who made the complaint to a complaints meeting involving a selected subcommittee of the Board, to discuss the complaint. The Board Member who submitted the complaint has the right to be accompanied by a fellow Board Member of their choice. The Board Member must make every effort to attend that meeting. At the meeting, he/she will be permitted to explain the complaint and suggest how it should be resolved.

Following the meeting, TTE will endeavour to respond to the complaint as soon as possible and, in any case, within ten working days of the complaint/grievance meeting. If it is not possible to respond within this time period, the Board Member will be given an explanation for the delay and be informed when a response can be expected. The Board Member will be informed in writing of the decision on the complaint and notified of the right to appeal against that decision if he/she is not satisfied with it.

**Stage 2**

In the event the Board Member suggests his/her complaint has not been satisfactorily resolved, he/she may then appeal in writing to the Senior Independent Director (or whoever is outlined in the letter confirming the outcome of the hearing) within five working days of the complaint decision. The Board Member should also

set out the grounds for the appeal.

Upon receipt of such a request, the Senior Independent Director (who may not be the person to whom the appeal was addressed) shall make arrangements to hear the complaint at an appeal meeting and at this meeting the Board Member may again be accompanied by fellow Board Member of his/her choice.

Following the meeting, the Senior Independent Director will endeavour to respond to the complaint as soon as possible and, in any case, within ten working days of the appeal hearing. If it is not possible to respond within this time period, the Board Member will be given an explanation for the delay and be told when a response can be expected. The Board Member will be informed, in writing, of Table Tennis England’s decision regarding the complaint/grievance appeal.

This is the final stage of the Board Complaint and Grievance Procedure and the decision shall be final.

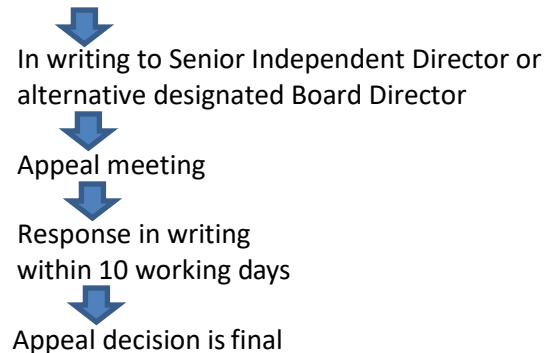
**Summary**

**Stage 1**

**Complaint/Grievance**



**Stage 2 Appeal**



**Associated Documents**

1	Board Guidance Pack
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2	Disciplinary Procedure
3	Capability Procedure
<b>Associated Guidance / Legislation</b>	
1	n/a
2	

**Training on this procedure is required for:**

- All Board Members

**Review:**

The procedure is reviewed every two years or updated as and when necessary. The next review is: *insert date*

**Procedure Updates**

Issue No.	Description	Date	Action By
1 draft	New procedure		

Draft