

Poultry Club of Great Britain - Grievance Procedure

Introduction

The Poultry Club of Great Britain (PCGB) aims to provide a pleasant and friendly environment for all members to enjoy their hobby of breeding/showing poultry and eggs. However, we recognise that from time to time, members may feel the need to raise a concern about an aspect that is worrying them. We would encourage all members of the PCGB to try and resolve any concerns through informal discussions in the first instance, as per the PCGB Constitution (section 13.6) “the Council has the power to consider any complaint between members. However, the Poultry Club should not be drawn into disputes between fanciers when it is not covered in the PCGB rules and constitution”.

We therefore suggest that any grievance must be related and covered in one of the following PCGB document:

- PCGB Constitution
- PCGB Show rules
- Bullying and harassment policy
- Code of Conduct Statement

Furthermore, the PCGB Show Rules provide confirmation of the complaints procedure/process that must to be followed by a Complainant at a show, on the day of the show. Unless a complaint has been raised during the show it is very difficult for the PCGB to investigate after the show has finished.

Informal procedure

If you have a grievance or complaint relating to an aspect relating to being a member of the Poultry Club, you should first talk the matter over on an informal basis with the PCGB Compliance officer. The Poultry club representative will discuss your concerns in confidence, where appropriate will make discreet investigations, and will attempt to resolve the matter speedily and fairly. Alternatively, you may wish to speak with a member of council directly regarding your concerns.

Formal Procedure

Stage 1

If you have not been able to resolve your concerns through informal discussions or prefer to put your complaint or grievance on a more formal footing, please write to the PCGB General Secretary setting out your grievance and the basis for it.

Where possible, your grievance should include all details, dates and the names of people involved, so that the matter can be properly investigated and resolved.

Upon receipt of your complaint, a formal grievance discussion will then be arranged so that we can discuss your concerns. You have the right to be accompanied by a fellow member or legal representative. If the latter they will need to provide identification, such as a business card. Due to potential conflicts of interest, PCGB council members are not able to act as companions to members during a grievance procedure. In addition, the PCGB may ask you to select an alternative companion if there is a conflict of interest regarding your chosen companion.

The meeting may be postponed, at your request, and for up to fourteen days, if your chosen companion is not available to attend on the date originally set.

The PCGB Secretary will attend all grievance hearings to make sure that the grievance procedure is adhered to, in spirit as well as in letter, to support both you and the PCGB representative hearing the grievance, and to make a note of the meeting. You will receive a copy of the notes once they have been typed up.

Following the discussion, an investigation will be carried out into your allegations, which may include enquiries with fellow members, enquiries with Council members, reviewing documentation, etc. so that we can form a judgement regarding your grievance. The investigation may be conducted by the PCGB Compliance Officer. Alternatively another PCGB Council member may be asked to carry out the investigation to make sure it is as objective as possible. We will aim to conduct the investigation as thoroughly and as quickly as possible, and will keep you informed of its progress.

The PCGB Secretary will support the Council Member in carrying out the investigation and will make a record of all meetings which take place.

Once the investigation has been concluded, the PCGB council will meet to agree the outcome of your grievance outcome. A meeting will be arranged with you to inform you of the Council's decision.

If you are not happy with the outcome of the grievance, you should put your reasons in writing within fourteen days to the PCGB Secretary.

Stage 2

On receipt of your appeal, the PCGB will contact you to provide a list of five unconnected fellow members who are willing to hear your appeal. You must select three of these individuals to form the Appeal Panel. If you do not select three of the five proposed people then the appeal can not go ahead. The suggested five fellow members may consist of past presidents, previous Chairs', retired council members or ordinary members who Council believe have the necessary skills to be part of the review panel. The PCGB General Secretary will attend to make sure that the appeal hearing is fair and in accordance with PCGB policy statements, as well as making notes of the meeting, which you will be entitled to receive a typed copy of.

At the end of the appeal hearing, the three members of the appeals panel will review the discussions, and conduct any further investigations if necessary. You will receive a written outcome of your appeal within twenty one days of the meeting, however you will be informed if there is a delay in making a decision. The decision of the appeal panel is final.

Review

These policies and procedures will be reviewed periodically to ensure compliance with changes in law and equality and diversity legislation.

Adopted on: May 2016

To be reviewed: May 2018