



**Procedure Document:**

# **Grievance Procedure**

Release: Final Version 1.0

Date: 15 May 2018

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Bristol Motor Cycle and Light Car Club Ltd. is a company registered in England with the company number 493954. Registered offices: Riverwood Lodge, Moarend, Hambrook, BRISTOL BS16 1SP.

## 1 Document History

### 1.1 Revision History

Revision date	Author	Version	Summary of Changes	Changes marked
02-04-2018	M Nichols	0.1	N/A	N/A
12-04-2018	M Nichols	0.2	Amends from Legal & Compliance	No
15-05-18	M Nichols	1.0	Final Version for Publication	N/A

### 1.2 Approvals

This document requires the following approvals:

Group	Date of Issue	Version
Bristol Motor Club Board of Directors	12-04-18	0.2

### 1.3 Distribution

This document has additionally been distributed to:

Role	Date of Issue	Version

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## 2 Document Purpose

The purpose of this document is to define the procedure for managing grievances within Bristol Motor Club.

## 3 Background

Bristol Motor Club is a family orientated motor club that seeks to operate in an open, inclusive, fair, and friendly manner. However, with more than 200 members, running competitive motorsport events throughout the year it is possible some members may not always get on and in the heat of the moment cause offence. Examples include abusive language or behaviour whether in person or through electronic means e.g. eMail or Social Media, physical assault, or the threat of physical assault.

The ideal solution and desire of the club is to as quickly as possible reach a point of reconciliation. After all, quite often all that is needed is a simple apology. If, however one member is left feeling they have a genuine grievance against another member or members then the following process will seek to deal with their grievance in a fair, open, appropriate, and timely manner.

## 4 Glossary of Terms and Role Definitions

Bristol Motor Club	Bristol Motor Club is the trading name of Bristol Motor Cycle and Light Car Club Ltd. Also referred to in this document as, the Club.
Chairman	The current Chairman of the Club.
Director	A current Director of the Club, also referred to as Committee Member.
Officer	A person who is not a Director but holds a formal position in the Club.
Membership Secretary	The person responsible for maintaining an accurate list of members.
Event Secretary	The person responsible for organising an event, including generating interest by contacting past competitors pre-event, and sending out results, post-event.
Entries Secretary	The person responsible for receiving entries and maintaining an accurate entries list.
Chief Marshal	The person responsible for recruiting marshals to help run each event, including generating interest by contacting past Marshals pre-event, and sending out any additional correspondence post-event.
MSA	Motor Sports Association. The governing body of Motor Sports within the UK.

## 5 Grievance Procedure

### 5.1 Step 1

If a BMC member has a grievance with another member, Officer, or Director of the Club they should contact the Chairman stating; their grievance including dates and times, who the grievance is with and what outcome they are seeking to achieve including any evidence they have. (If the grievance is with the Chairman then they should contact another Director instead).

Chairman & Director Contact Details: <http://bristolmc.org.uk/committee-officers/>

Alternative Postal Address: Bristol Motor Club  
Riverwood Lodge,  
Moorend,  
Hambrook,  
BRISTOL.  
BS16 1SP.

### 5.2 Step 2

A reply acknowledging receipt will be sent upon the initial contact being received and an Investigative Panel of at least two Directors convened. Every effort will be made to ensure the Directors are independent, not involved in the grievance nor related to any person who is involved.

The Investigative Panel will review the grievance and any evidence provided and may also interview the party who lodged the grievance, the party against whom the grievance has been made and any third parties to gain a better understanding of events.

The Investigative Panel will always seek to resolve the grievance either by facilitating a meeting between the parties involved, or by other means such as requesting an apology.

**This step is expected to take no more than 4 weeks from the original Grievance contact being acknowledged.**

### 5.3 Step 3

On completion the Investigative Panel will provide a report and recommendation to the BMC Main Committee (Board of Directors) where an appropriate action will be decided. Actions will range from; No Further Action, Imposing a Sentence such as a Temporary Suspension of a member or in severe cases Expulsion.

In the case of any Sentence, permanent or otherwise, the member being served the Sentence will suffer an immediate loss of any outstanding award. Immediately after the meeting all parties will be notified of any decision made by written notice sent to their registered address.

**This step is expected to take no more than 8 weeks from the original Grievance contact being acknowledged.**

**There is no appeals process and all decisions of the Board of Directors in relation to the Grievance are final.**