



Grievance Policy and Procedures

Key Points

Grievance procedures may sound rather formal but they are intended to promote fairness in the treatment of volunteers and ensure that as far as possible volunteers have the same rights as any paid staff. It is hoped that settlements of any difficulties can be achieved through the normal channels of communication. Where this is not possible, the purpose of these procedures is to provide for the orderly resolution of joint problems in a fair and open way.

Informal Discussions

In the first instance, if any volunteer has a grievance about their volunteering or a colleague they should discuss it informally, as soon as possible, with their line manager or a committee member if the grievance involves the line manager. The person in receipt of the grievance should take the grievance seriously and ensure that everything is done to try and resolve the issue informally. It is hoped that the majority of concerns will be resolved at this stage.

Formal Procedure

Stage 1

If a volunteer feels that the matter has not been resolved through informal discussions, they should put the complaint in writing to their line manager. If the complaint involves the person's line manager the complaint should be put in writing to a committee member in the organisation or Secretary.

A meeting will be held between the volunteer and their line manager (or other appropriate person) to respond to the complaints raised. The meeting will be an opportunity for the volunteer to explain their complaints and share how they would like them to be addressed. The volunteer has a right to be accompanied to the meeting by a colleague.

Following the meeting, the line manager (or other appropriate person) will give a written response within 5 working days of the meeting outlining how the complaint(s) will be responded to. If the complaint is against another member of staff or volunteer or requires further investigation, the line manager (or other appropriate person) will

need to carry out further meetings or investigations. In this case, the 5 working days limit above, may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

Stage 2

If the volunteer feels the issue has still not been resolved satisfactorily, the volunteer must raise the matter, in writing, with the Vice Chair. The Vice Chair will advise the Chairman and Committee. The Vice Chair will invite the volunteer to a meeting where they can discuss the matter and establish how best to resolve the situation. The volunteer has a right to be accompanied to the meeting by a colleague.

Following the meeting, the Vice Chair will give a written response within 5 working days of the meeting outlining how the complaint will be responded to. If the complaint is against another member of staff or volunteer, or requires further investigation, the Vice Chair will need to carry out further meetings or investigations. In this case, the 5 working days limit above, may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

Right of Appeal

If the volunteer wishes to appeal against any grievance decision, they must appeal, in writing within five working days of the decision being communicated to them to the Chairman. The Chairman will convene an Appeals Sub committee to hear the appeal and the staff member will be invited to a meeting with the Appeals Subcommittee. The volunteer will have the right to be accompanied to the appeal meeting by a colleague.

The Chairman will not form part of the Appeals subcommittee, the members of the Appeals subcommittee will be chosen by the Chairman and where possible will not have been involved in the grievance process thus far. The Appeals Sub committee's decision will be final.