

# VOLUNTEER GRIEVANCE PROCEDURE

We aim towards a constructive atmosphere in which volunteers feel comfortable at work, have a sound relationship to other volunteers and feel that their rights and responsibilities are being respected. We also hope that volunteers will feel OK about both querying things they're not sure about and challenging things they find unacceptable.

## 1. Informal procedure

Complaints where appropriate should be dealt with informally, by discussion with:

- The volunteers concerned, or
- The complainant and one of the following:
  - the project coordinator
  - the community action officer

Any of the above may take the matter up with the other party if requested to do so by the complainant. Such informal discussions will not be officially recorded and it will be made clear that they do not form part of the official grievance procedure.

## 2. Formal procedure

### *Support*

At any stage during this process the complainant can seek support from their project coordinator or another member of the Board of Directors. This might be to

- listen and offer moral support
- explain any bit of the procedure
- help identify the options open to the complainant
- help draft a letter

### *Recording*

The outcome at each stage of the formal procedure will be recorded on the standard volunteer grievance record sheet. The record sheet will include:

- a note of any agreed corrective action
- a note of any warning has been given and the period after which this warning will be disregarded.

Copies of this sheet will be given to:

- the relevant project co-ordinator
- the Community Action files
- each party.

## *The Procedure*

### **If the grievance is with anyone other than the Manager of Volunteers:**

#### **STAGE ONE:**

The grievance should be raised with the Manager of Volunteers. This should be done in writing. The Manager of Volunteers will convene meetings with relevant parties to look into the grievance if possible within 10 working days of receiving the request. The Manager of Volunteers may consult with other members of the management staff or Board of Directors. If the situation is potentially a disciplinary one the disciplinary procedure will be followed.

#### **STAGE TWO:**

If the grievance is not resolved to the complainant's satisfaction, s/he must make a request to the Manager of Volunteers for stage two of the grievance procedure. At this point the Manager of Volunteers and the Project Manager will conduct a further investigation of the grievance.

#### **STAGE THREE:**

If the grievance is still not resolved to the satisfaction of the complainant s/he must make a written request to the Board of Directors for stage three (the appeal stage of the grievance procedure.) At this point the Board of Directors will investigate the complaint.

### **If the grievance is against the Manager of Volunteers:**

Speak to the Project Manager or any member of the Board of Directors about how to propose a motion of censure or no confidence.