

VOLUNTEER GRIEVANCE AND DISCIPLINARY

POLICY AND PROCEDURES

**Grievance and Complaints.**

If you feel unhappy or uncomfortable with any aspect of your volunteering, then please discuss this with your supervisor. Confidentiality around your work and work with clients cannot be guaranteed, as issues discussed may need to be raised with other staff etc. Please check with your supervisor if you require guidance on this.

The Grievance Procedure enables volunteers to make complaints against other members of staff or volunteers, or about working conditions. If you have a grievance which you would like to raise in confidence, please notify your supervisor of this as ordinarily confidentiality cannot be offered as issues may need to be raised with other members of staff etc.

* If you have a grievance against your supervisor and are not able to raise it with him/her, please contact the centre manager.

We aim to resolve grievances informally, and through liaison with your supervisor.

However if you feel that your complaint has not been resolved or adequately addressed, then please write to the chair of the management committee, who should make a final decision within two weeks of your written request.

The local Volunteer Bureau (VATH at 0207 377 0956) may be able to offer you additional support.

**Volunteer DISCIPLINARY PROCEDURE.**

The disciplinary procedure enables the volunteer supervisor (or other member of staff) to raise serious complaints with volunteers. It is the aim that matters of minor misconduct that can be resolved through supervision and discussion with the volunteer supervisor, disciplinary procedure would only be used where this informal discussion process has not resolved the matter.

The disciplinary procedure is as follows

* The complainant should first discuss the complaint with the volunteer and volunteer supervisor and confirm that it is a disciplinary issue.
* The volunteer and the volunteer supervisor will review the complaint at the end of two weeks. if progress is satisfactory, there will be no further action.
* If the complaint is upheld, or insufficient progress has been made, then the complaint will be put in writing, detailing what steps need to be taken in order to continue volunteering. The volunteer can chose to respond in writing, or email via the volunteer supervisor.
* Progress will be reviewed after two weeks at a meeting with the volunteer supervisor and centre manager. The volunteer is entitled to bring another person. At this stage the volunteer can be asked to leave.
* The volunteer can appeal in writing to the chair of the management committee, within two weeks of leaving. The chair should make his/her decision within two weeks of being contacted. The decision of the chair is final.
* In cases of **gross misconduct** (defined not exclusively as theft, racial and sexual harassment, physical assault during working hours, serious breach of confidentiality) the volunteer will be suspended and asked to leave the premises immediately. The police may be informed if it is a criminal matter. The volunteer will be informed of the date of a meeting of the management committee to hear the allegations. The volunteer is entitled to bring a representative. The decision made at this meeting will be final.