

Volunteer Grievance Policy

Policy:

Volunteers have the right to express grievances, concerns or dissatisfaction with any element of the organisation's practices. Our organisation is committed to providing a fair and equitable process for dealing with issues that impact on volunteer involvement.

- Volunteers will firstly attempt to resolve the grievance with the individual staff member responsible for the issue, or their direct supervisor. All grievances/complaints and their actions will be recorded by the appropriate person.
- If the grievance is not resolved at this point, the dispute or claim shall be presented to the Secretary for settlement.
- Where these attempts at settlement have failed, or where the dispute or claim is of such a nature that directs discussion between the volunteer and the responsible staff member and/or the manager would be inappropriate, the volunteer may go directly to the Committee.
- The Committee shall arrange a meeting between the parties in dispute, and/or their representatives, within seven working days of notification of the dispute.
- At such a meeting, the volunteer and the staff member and or their representative(s) shall outline their concerns. Where it is agreed that a serious problem exists, the meeting shall attempt to reach agreement on action to resolve the problem and where appropriate, a timetable for review of the action resolved to be taken shall be formulated.
- Unless it is agreed that a serious problem does not exist, the parties shall separately or jointly prepare (as soon as possible afterwards) a record of the relevant facts and the outcome of the meeting, to be placed on the volunteer's records.
- This record shall remain strictly confidential between the parties attending the meeting, except by agreement between the parties. The volunteer's record/file shall be kept in a secure place and shall be accessible to all parties present at the meeting.
- Where the parties agree that there is no longer cause for serious concern or that no further action is warranted, this shall be jointly stated on the volunteer's records as soon as possible afterwards. Unless the same problem arises within one month thereafter, all references to the problem shall then be deleted from the records.
- If the resolution of the dispute fails then the matter can be taken up with an independent mediation and conciliation service that will seek a meeting of all parties.