**Grievance Policy for Volunteers**

**Introduction**

The aim of this procedure is to ensure problems, complaints or concerns raised by **[ORGANISATION’S NAME]** volunteers are dealt with in a fair, timely and consistent manner.

Any grievance or complaint regarding a volunteering role, conditions, benefits, or treatment by other volunteers or staff (including issues of harassment and bullying), or concerns about Health & Safety or any other issue affecting their volunteering, should be raised in line with this procedure.

A record of the grievance will be kept in the volunteer’s personnel file. Copies of meeting notes will be provided to the volunteer.

General matters about a volunteer’s role such a changing hours or training needs should always be dealt with in supervision.

**Informal Procedure**

Most difficulties can be resolved easily through discussion, therefore, in the first instance, a volunteer with a grievance or complaint should discuss the matter informally with their supervisor in an endeavour to resolve the matter. Where the issue involves the volunteer’s supervisor then is should be raised with their line manager/Volunteer Co-ordinator.

The volunteer can request that a written record is made including what was discussed and any proposed action.

If the grievance cannot be resolved or settled informally, the matter should be dealt with according to the formal grievance procedure.

**Formal Procedure**

If the volunteer does not feel that the matter has been resolved through the informal procedure they should send a written statement, in the form of a letter or email, outlining the nature of their grievance to the Volunteer Coordinator/CEO/Director.

The Volunteer Coordinator/CEO/Director will send a written acknowledgement of the grievance within 10 working days from receipt of the grievance. The volunteer will be invited to an initial meeting to discuss the issue. This meeting should happen within 21 days of receipt of the grievance.

The meeting may involve a note taker; the volunteer will be notified who this will be. Notes of the meeting and decisions made must be signed by both parties.

The volunteer may be accompanied by an individual of their choice.

Following the initial meeting the Volunteer Coordinator/CEO/Director will conduct an investigation into the grievance in order to establish the facts. Following this investigation and within 15 working days the Volunteer Coordinator/CEO/Director shall convene a further meeting with the volunteer in order to discuss the outcome of the investigation and any action that is to be taken.

In the event that the investigation is complicated an extension to the 15 days will be discussed and agreed with the volunteer.

The Volunteer Coordinator/CEO/Directorwill write to the volunteer to confirm the outcome.

**Appeal**

If the volunteer feels that their grievance has not been satisfactorily resolved, they have the right to appeal. The request for an appeal should be submitted to the CEO/Director/Chair in writing within 10 working days of the volunteer receiving confirmation of the outcome of the formal grievance procedure.

The CEO/Director/Chair will arrange a meeting to discuss the appeal within 10 working days. The appeal meeting will be chaired by a Trustee and the decision shall be communicated to the volunteer in writing within 10 working days.

Decisions made at this point are final and the grievance procedure is concluded.

Date adopted: Date for review: