



VOLUNTEER GRIEVANCE 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 volunteers etc. Please check with your supervisor if you require guidance on this.

The Grievance Procedure enables volunteers to make complaints against other 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 volunteers etc.

- If you have a grievance against your supervisor and are not able to raise it with him/her, please contact the Chair of the Management Committee.

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.

REVIEW

This policy will be reviewed every two years

Date.....

Signature (Chair).....

Signature (Secretary).....