

Grievance Procedures Content

This section provides a formal, fair, and transparent process for resolving conflicts, whether initiated by the volunteer or the organisation.

[Acas Code of Practice on disciplinary and grievance procedures](#)

1. Scope and Principles

- **Policy Scope:** Clearly state that this procedure applies to all registered volunteers and is intended to resolve complaints and concerns swiftly and fairly.
- **Guiding Principles:** A commitment to confidentiality, impartiality, and ensuring the volunteer is treated with respect and allowed to be heard.

2. Volunteer Grievance Procedure

(Volunteer vs. Organisation / Staff / Other Volunteer)

- **Informal Resolution:** Encouragement for volunteers to first try resolving minor issues informally with their direct supervisor.
- **Formal Stages:** A clear three-stage process:

Stage 1 - Written Complaint: Volunteer submits a formal, written complaint to a designated manager (not their direct supervisor).

Stage 2 - Investigation: The manager investigates, meets with the volunteer, and provides a written response and resolution attempt within a set timescale (e.g. 10 working days).

Stage 3 - Appeal: The volunteer has the right to appeal the decision to a higher authority, such as a Trustee or CEO, for a final review.

3. Conduct and Disciplinary Procedure

(Organisation vs. Volunteer)

- **Standards of Conduct:** A clear outline of the organisation's expectations regarding behaviour, professionalism, confidentiality, and use of resources.
- **Disciplinary Stages:** A structured process for addressing breaches of conduct, including:
 1. **Informal Warning:** For minor issues, a documented conversation with corrective action.
 2. **Formal Written Warning:** For repeated issues or serious misconduct, outlining the issue, required improvement, and consequences.
 3. **Final Warning/Termination:** For gross misconduct or failure to improve, a formal meeting leading to the termination of the volunteering agreement.
- **Right to Representation:** The procedure should confirm the volunteer's right to be accompanied by a friend or support person at any formal disciplinary meeting.

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