

Grievance Procedure

Ripon City of Sanctuary (RCoS) wants volunteers, including members of the management committee, to feel valued. We recognise that there may be occasions when volunteers have concerns or grievances, so this procedure provides an open, fair way for to make problems known and enable them to be resolved before they escalate.

1. Informal discussions

In the first instance, if any volunteer has a grievance about their volunteering or a colleague, they should discuss it informally, as soon as possible, with a member of the management committee. The management committee will take the grievance seriously and ensure that everything is done to try and resolve the issue informally. It is hoped that the majority of concerns will be resolved at this stage.

2. Formal procedure

Stage 1

- If a volunteer feels that informal discussions have not produced a resolution, they should put the complaint in writing to the management committee.
- A meeting will be held between the volunteer and the chair of the management committee. They will discuss the complaint and how they would like it to be addressed. The volunteer has a right to be accompanied to the meeting.
- Following the meeting and within 5 working days, the chair of the management committee will provide a written response to the meeting, outlining how the complaint will be addressed. If the complaint requires further investigation, the chair or another member of the management committee will need to hold further meetings or investigations, in which case the limit of 5 working days may need to be extended. Either way, the response will include a reference to the right of appeal.

Stage 2

If the volunteer still feels the issue has not been resolved to their satisfaction, they must raise the matter, in writing, with the chair of the management committee. The chair will advise the full management committee and invite the volunteer to a meeting where they can discuss the matter and establish how best to resolve the situation. The volunteer has a right to be accompanied to the meeting.

Following the meeting and within 5 working days, the chair will provide a written response to the volunteer, outlining how the complaint will be addressed. If the complaint is against another member of the RCoS management committee, or requires further investigation, the chair or another member of the management committee will need to hold further meetings or investigations, in which case the limit of 5 working days may need to be extended. Either way, the response will include a reference to the right of appeal.

3. Right of Appeal

If the volunteer wishes to appeal against any grievance decision, they must appeal in writing within 5 working days of the decision being communicated to them to the management committee. The chair will convene an appeals sub-committee to hear the appeal and the staff member will be invited to a meeting with the appeals sub-committee. The volunteer will have the right to be accompanied to the appeal meeting.

The chair will not form part of the appeals sub-committee, whose decision will be final.

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