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| <u>GRIEVANCE POLICY</u> | |
| Date this procedure reviewed | Sept 2021 |
| Next review | Sept 2025 |

The following policy applies to both employed staff and volunteers. Should any member have a complaint about VA, they should use the complaints procedure.

The following procedure is aimed at resolving quickly and fairly any grievances or complaints you may specifically have about your employment with Volunteer Action.

If you have a grievance or complaint to do with your work or the people you work with you should in the first instance raise the issue with your manager with a view to resolving the issue informally.

Formal grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the facts of the grievance in writing to your manager.

Where the grievance is against the manager and you feel unable to approach them then the letter should be addressed to the Chairman of the Trustees.

Grievance hearing

A meeting will be called as soon as practicable, to discuss the grievance. You have the right to be accompanied by a work colleague or (in the case of employed staff) trade union representative at this meeting.

After the meeting you will be given a decision in writing, where possible within 24 hours.

If it is necessary to gather further information before making a decision, you will be informed of this and the likely timescale involved.

Appeal

If you are unhappy with the decision and wish to appeal, you should put in writing your reasons for appeal to the Chairman of the Trustees.

An appeal meeting will be held, as soon as is practicable taking into account the voluntary nature of the Trustee role, and the appeal will be heard by the Chairman. Where the initial grievance had been heard by the Chairman then a panel of 3 Trustees will be appointed. You have a similar right to be accompanied at this meeting.

After the meeting the Chairman of the Trustees / panel will give you the decision, where possible within 24 hours. This decision is final.

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