

# Midhurst Green Volunteers



## Grievance Procedure for Volunteers

Midhurst Green Volunteers' (MGV) Grievance Policy applies to volunteers of the organisation.

### 1. Introduction

MGV aims to create an environment where volunteers feel valued. MGV recognises that there may be occasions when volunteers have concerns or grievances and this grievance procedure enables individual volunteers to raise grievances more formally. The procedure provides an open and fair way for volunteers to make known their problems and aims to enable grievances to be resolved quickly before they fester and become major problems.

### 2. 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 the Volunteer Coordinator. It is hoped that the majority of concerns will be resolved at this stage.

### Formal Procedure

#### Stage 1

If a volunteer feels that the matter has not been resolved through informal discussions, they should put the complaint in writing to the Chairman.

A meeting will be held between the volunteer and the Volunteer Coordinator (*or other appropriate person*) to respond to the complaints raised. The meeting will be an opportunity for the volunteer to explain their complaints and share how they would like them to be addressed. The volunteer has a right to be accompanied to the meeting.

Following the meeting, the Coordinator (or other appropriate person) will give a written response outlining how the complaint(s) will be responded to. If the complaint is against another volunteer or requires further investigation, this will be carried out. The response will follow this investigation and include a reference to the right of appeal.

#### Stage 2

If the volunteer feels the issue has still not been resolved satisfactorily, the volunteer must raise the matter, in writing, with the Chairman who will 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, the Chairman will give a written response outlining how the complaint will be responded to. If the complaint is against another member of staff or volunteer, or requires further investigation, the Chairman will need to carry out further meetings or investigations. In this case, the response will follow these enquiries and include a reference to the right of appeal.

**Right of Appeal**

If the volunteer wishes to appeal against any grievance decision, they must appeal, in writing within five working days of the decision being communicated to them to the Chairman. The Chairman will convene a meeting of the committee to hear the appeal and answer within 28 days.

**Signed .....** Chairman

**Dated:.....**

**Date of Review:.....**