



Disciplinary/Grievance Process

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The relationship between the organisation and its volunteer workers is entirely voluntary and does not imply any contract. However it is important that the organisation is able to maintain its agreed standards of service to the clients, it is also important that volunteers should enjoy making their contribution to this service.

If your role as a volunteer does not meet with the organisation's standards this will be dealt with in the following way:

1. Initially a meeting with the Volunteer Co-ordinator who will explain the concerns.
2. If this does not resolve concerns then a meeting will be held with the Chair and/or Trustee to discuss your role.

At all times you will be able to freely state your case and can have a friend to accompany you.

If you are dissatisfied with any aspect of your volunteering you should:

1. Initially explain your dissatisfaction at a meeting with the Volunteer Co-ordinator
2. If that does not resolve the issue then a formal meeting with the Chair and/or Trustee will follow.

At all times you will be freely able to state your case and again have a friend to accompany you.

If your dissatisfaction remains unresolved then it would be inappropriate for you to continue your volunteering role.

Complaints Procedure

Any person connected with Ivybridge Caring including our clients, can make a complaint about a volunteer, Co-ordinator, or a Trustees member.

The complaint may be about the conduct of the above or the conduct of the organisation following the guidelines below:

Stage One

A complaint may be made to the Volunteer Co-ordinator or a Trustee member of Ivybridge Caring. It can be verbal or made in writing.

There will be a response to any complaint within 14 days of receipt. If the matter is not resolved within a mutually agreed time it will be referred to stage two.

Stage Two

There will be a meeting between the complainant, the Volunteer Co-ordinator and/or the Trustees within 14 days of referring to stage 2. This will not involve members involved in the complaint.

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The discussion and plans for action will be recorded and a copy given to the complainant.

If the complainant is dissatisfied with the decision, they may appeal within 14 days of receiving the decision. The complaint will then be referred to stage 3.

Stage Three

If the complainant is unhappy after stage 2 they can appeal against the decision. The matter will be referred to the next Trustee meeting. The complainant has the right to attend the meeting to give their point of view but not to be present when the decision is reached.

The complainant will be informed of the decision.