



THE COTSWOLD CANALS TRUST

VOLUNTEER GRIEVANCE PROCEDURE

Object

The object of this procedure is to provide a volunteer who considers that he or she has a grievance, which has not been resolved with the person to whom he or she is responsible, with an opportunity to have it examined quickly and effectively. Where a grievance is deemed to exist, the opportunity also exists to have it resolved, if possible, at the earliest practicable moment and at the first level of management.

Note: This Procedure is not concerned with complaints about the Governance of the Trust. Complaints of this nature must be made in the first instance to the Chairman who if he/she is unable to resolve the issue will invite the complainant to attend the next Council Meeting to state his/her case. If the matter remains unresolved the complainant will be advised to state his/her case at the next Annual General Meeting

Procedure

This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a grievance.

Stage 1

A volunteer who has an unresolved grievance relating to his or her work within the Trust should in the first instance raise it with his or her Team Leader/Manager. The Team Leader/Manager will endeavour to resolve the grievance informally within seven days, or as soon as practicable, from the time the grievance was first raised with the Team Leader/Manager.

In trying to resolve the grievance the Team Leader/Manager will convene a meeting between the volunteer and the person being complained against when both parties will be invited to
a) state their case and b) after discussion resolve the grievance.

Stage 2:

If the volunteer feels that the grievance has not been satisfactorily resolved or if the grievance involves the Team Leader/Manager, the volunteer will approach a Vice Chairman of the Trust.

On receipt of such a request the Vice Chairman will make arrangements to hear the grievance, and at this hearing the volunteer may if he or she wishes, be accompanied by a colleague or friend of his or her choice.

In his or her application the volunteer, preferably in writing, must specify the nature of his or her grievance and the reason for which he or she is raising the grievance after it has already received attention at Stage 1.

It is the responsibility of the Vice Chairman to make arrangements to hear the application within ten days, or as soon as practicable, of the grievance being raised with him or her.

Before hearing the application the Vice Chairman will ensure that a) the person being complained against is a) informed of the allegations in as much detail as possible and b) invited to the hearing to state his/her case.

Stage 3:

Failing settlement at Stage 2, the volunteer may appeal to the Trust Council. The Vice Chairman who heads the Stage 2 appeal will produce a report outlining the issues relating to the grievance. A copy of this report will be supplied to the volunteer and to the person being complained against for their written comments which must be delivered within ten days. Within ten working days of receiving the written comments, the Vice Chairman will arrange for the matter to be considered by a panel of three members made up of Trust Council Members who are not normally closely involved with the activities of the volunteer or the person being complained against.

The volunteer and person being complained against may attend the meeting of the panel to make representations and be accompanied by a colleague or friend if they so wish. The panel's decision in writing on the matter will be final.

NOTE

The friend or colleague supporting the volunteer or the person being complained against is not intended to be either a member of his/her family or a professional representative. His or her role is to support and advise, to observe, but not to participate in the proceedings.

Approved by Trust Council on 6th February 2013