

Luddenden Foot Community Association

Complaints/Grievance & Disciplinary Procedures for volunteers

Objective

To ensure that all volunteers have a means of seeking redress if they believe that they have been treated unfairly and to ensure they also have a clear understanding of how they will be dealt with if their performance of behaviour is considered as unacceptable.

Complaints or Grievance Procedure:

Any volunteer who thinks they have been treated unfairly shall raise the issue in writing to the Chair of Luddenden Foot Community Association (LCA). The Chair shall appoint a panel comprising of two directors and one person from another organisation to investigate or determine the merits or otherwise of the complaint. The complainant will also have the right to be supported or represented by a person of their choice. The decision of the panel is final and the decision will be made within 4 weeks of the complaint being lodged.

Disciplinary procedure:

When the behaviour or performance of a volunteer is unsatisfactory or disruptive it can have an effect on other volunteers and/or the performance of the LCA. Under such circumstances the application of the Disciplinary Procedure may be appropriate.

The Disciplinary Procedure consists of the following stages:

- Informal verbal warning. The supervisor shall invoke the informal warning as soon as it is clear that the problem is having a noticeable impact upon the work of the LCA. The volunteer shall have the opportunity of explaining any mitigating circumstances. A deadline will be set for the behaviour/performance to improve.
- Formal verbal warning: The formal verbal warning will be invoked by the Chair of the LCA. This shall be invoked when there has been no improvement to behaviour or performance by the deadline set at the informal warning stage.
- Formal written warning: The formal written stage shall be invoked if the required improvement is not forthcoming by the dead line set by the formal verbal warning. The written warning shall state that a continuation of the problem will lead to the

volunteer being barred from working with LCA again.

- **Formal final interview:** If, following the expiry of the deadline set by the written warning, the required improvement has not been achieved; the volunteer shall be invited to attend a meeting with a panel drawn from the LCA board of directors. The volunteer will have the opportunity to present any mitigating circumstances. Normally at this interview the directors will confirm the intention to bar the volunteer from working with the LCA.

NB: A record will be kept of each stage of the disciplinary procedure.

A volunteer shall be prevented from working for with LCA without warning for the following reasons:-

- Physical abuse of a colleague, user, board member or a member of the public in the Civic Institute or on ground managed by the LCA.
- Fraud or theft of property from LCA, a colleague or any occupant of the Civic Institute or on ground managed by the LCA.
- Wilful damage to any property belonging to LCA or to any occupant of the Civic Institute or ground managed by the LCA.
- Conviction of any offence resulting in a custodial sentence.
- Conviction of any offence involving abuse of another person.

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