

VOLUNTEER DISCIPLINARY PROCEDURE

1. Informal procedure

It is hoped that in most instances failings and shortcomings will be of a minor or passing nature, which can be dealt with orally and informally. If a Manager of Volunteers has a problem with the way a volunteer is behaving they should speak to them or ask the Manager of Volunteers to do so.

2. Formal procedure

Support

At any stage during this process the volunteer concerned can seek support from a friend or any member of the staff. This might be to:

- listen and offer moral support
- explain any bit of the procedure
- help identify the options open to the complainant
- help draft a letter

Recording

The outcome of the formal procedure will be recorded on the standard volunteer grievance record sheet. The record sheet will include:

- a note of any agreed corrective action
- a note of any warning has been given and the period after which this warning will be disregarded.

Copies of this sheet will be given to:

- the relevant project coordinator
- the Volunteer Management files
- each party.

The Procedure

If the informal procedure does not produce the desired behaviour change or the initial incident is very serious a written report setting out the nature of the alleged offence or offences shall be made to the Manager of Volunteers. Within 10 working days (if possible) from the receipt of such a report, the Manager of Volunteers shall arrange an interview with the volunteer concerned who may be accompanied by a friend to assist or represent him / her. The Manager of Volunteers and the Project Manager will carry out the interview.

The Manager of Volunteers will investigate the allegation, hear evidence and decide what action shall be taken, ensuring that a proper written record is made and kept on file. The volunteer will be informed in writing of the action to be taken after the investigation. The Manager of Volunteers, if it considered appropriate, suspend a volunteer who is the subject of a report and the time arranged for the meeting.

3. Appeal procedure

If the volunteer worker is dissatisfied with the decision taken as a result of disciplinary action he or she can approach the Board of Directors who will help present an appeal to the Manager of Volunteers and the Project Manager.

4. Confidentiality

The details of the complaint will be kept confidential by the Manager of Volunteers, Project Manager, Board of Directors and the complainant. The only exception to this is if a project user is involved in the affair in which case a referral organization may have to be informed.