



<b>POLICY / PROCEDURE INFORMATION</b> <b>(Policy no VOL04)</b>	
<b>Subject</b>	<b>Managing a Volunteer Grievance</b>  <i>(This policy is subject to periodic review and will be amended according to service development needs)</i>
<b>Applicable to</b>	All volunteers of Nottinghamshire Hospice
<b>Target Audience</b>	The Volunteer Officer is responsible for ensuring this policy and procedure is adhered to.  Line Managers are responsible for ensuring matters of concern raised by individual volunteers are dealt with in accordance with this policy and procedure.
<b>Date issued</b>	July 2021
<b>Next review date</b>	July 2024
<b>Lead responsible for Policy</b>	Volunteer Services Manager
<b>Policy reviewed by</b>	Volunteer Services Manager
<b>Notified to (when)</b>	Strategy and Corporate Governance Group July 21
<b>Authorised by (when)</b>	Strategy and Corporate Governance Group July 21
<b>CQC Standard if applicable</b>	
<b>Links to other Policies</b>	Volunteer Policy VOL01 Grievance Policy HR00023
<b>Summary</b>	The aim of this policy is to outline an equitable and fair approach to matters of concern from volunteers in order to establish a mutually beneficial outcome for both the volunteer and the organisation.
<b>This policy replaces</b>	

<b>VERSION CONTROL</b>		
<b>Status</b>	<b>Date</b>	<b>Reviewed date</b>
Original policy written by Liz Appleton, Executive Assistant and Stephen Goddard, Volunteer Officer	March 2014	March 2016
Policy reviewed by Stacey Shillingford, Volunteer Manager	March 2015	March 2017
Policy reviewed by Sarah Rice, Volunteer Development Manager	June 2018	June 2020
Formatted, updated control sheet and published on Policy Doc App	Jan 2019	
Policy reviewed by Jo Drake, Volunteer Services Manager Updated to website.	July 2021	July 2024

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## **Introduction**

Nottinghamshire Hospice wishes to treat all volunteers in a fair and reasonable manner, whilst enabling managers to manage effectively. All matters of concern about volunteer conduct or performance should be handled as soon as practically possible and should be resolved as swiftly as possible in accordance with the procedure outlined below.

## **Procedure and Compliance**

### **Stage 1**

Any grievance raised by a volunteer will be discussed with the volunteer's Line Manager.

If no satisfactory conclusion is reached within 5 working days, the matter will be referred to stage 2. If the Line Manager is the Volunteer Services Manager, the matter will be referred to stage 3.

### **Stage 2**

The grievance will be discussed with the Volunteer Services Manager. If no satisfactory conclusion is reached within 5 working days the matter will be referred to stage 3.

### **Stage 3**

If the volunteer remains dissatisfied, the matter will be referred to the Chief Executive who may take independent advice.

At stage 2 and 3 the volunteer may be accompanied by a friend/supporter at his or her request, this may not be in the capacity of a legal adviser.

A record of the grievance and outcome will be kept in the volunteer's personnel file held by the Volunteer Officer.