



Policy: Grievance Discipline and Dismissal

Our aim is to encourage improvement in individual performance and conduct. Volunteers are required to treat members of the public and each other employees equally in accordance with our [Equal Opportunities Policy](#).

This procedure sets out the action which will be taken when disciplinary rules are breached.

1. PRINCIPLES

- 1.1. The list of rules is not to be regarded as an exhaustive list.
- 1.2. The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. No disciplinary action will be taken until the matter has been fully investigated.
- 1.3. At every stage Volunteers will have the opportunity to state their case and at every meeting.
- 1.4. When we are contemplating dismissal for disciplinary or non-disciplinary grounds, the standard statutory dispute resolution procedure will be adopted. Where we are contemplating taking disciplinary action (other than a warning), the standard statutory dispute resolution procedure will also be adopted. This is described below.
- 1.5. Only a Trustee has the right to suspend or dismiss a Volunteer. An Volunteer may, however, be given a verbal or written warning by their immediate superior.
- 1.6. A Volunteer has the right to appeal against any disciplinary decision.

2. THE RULES

- 2.1. Failure to observe a reasonable order or instruction;
- 2.2. Failure to observe a health and safety requirement;
- 2.3. Inadequate time keeping;
- 2.4. Absence from Volunteering without due notice (anytime before volunteering);
- 2.5. Theft or removal of the Charitie's property;
- 2.6. Loss, damage to or misuse of the Charitie's property **through negligence or carelessness**;

- 2.7. Conduct detrimental to the interests of the Charity;
- 2.8. Incapacity for Volunteering due to being under the influence of alcohol or illegal drugs;
- 2.9. Physical assault or gross insubordination;
- 2.10. Committing an act outside work or being convicted for a criminal offence which is liable adversely to affect the performance of the Volunteering and/or the relationship between the Volunteer and the Charity;
- 2.11. Failure to comply with the Charity's equal opportunities policy.
- 2.12. If, after investigation, it is confirmed that a Volunteer has committed an offence of the following nature (the list is not exhaustive) the normal consequence will be dismissal without notice by reason of gross misconduct:
 - 2.12.1. Theft of or damage to the Charity's property;
 - 2.12.2. Incapacity for work due to being under the influence of alcohol or illegal drugs;
 - 2.12.3. Physical assault and gross insubordination;
 - 2.12.4. Discrimination or harassment contrary to the Charity's equal opportunities policy.
- 2.13. While the alleged gross misconduct is being investigated the Volunteer will be suspended. Any decision to dismiss will be taken by the Charity only **after a full investigation**.

3. THE PROCEDURE

- 3.1. If conduct or performance is unsatisfactory, the Charity may deal with this, by giving the Volunteer an oral warning, which will be recorded. If there is no improvement in standards, or if misconduct or poor performance is so serious to warrant more formal action, the following procedure will be followed.
 - 3.1.1. The Charity will write to the Volunteer setting out the nature of the Volunteer's conduct or capability or other circumstances which have led the Charity to contemplate dismissing the Volunteer or taking other disciplinary action, including the basis for the complaint.
 - 3.1.2. Before any action is taken the Volunteer will be invited to a meeting to discuss the allegation against them. At the meeting the Volunteer will have the opportunity to state their case and be accompanied by another person or official of their choice. The Volunteer must take all reasonable steps to attend. After the meeting, the Charity will inform the Volunteer about any decision and inform the Volunteer of his or her right to appeal.

3.1.3. A Volunteer who wishes to appeal against any disciplinary decision must do so to the Charity within two working days. The Volunteer will be invited to a meeting. The Charity will hear the appeal and decide the case as impartially as possible.

3.1.4. After the meeting, the Volunteer will be informed of the final decision. An appeal will always be heard by a Trustee.

4. GRIEVANCE PROCEDURE

4.1. The following procedure shall be applied to settle all disputes or grievances concerning a Volunteer of the Charity.

5. PRINCIPLES

5.1. It is the intention of the Charity that Volunteers should be encouraged to have direct contact to resolve their problems.

5.2. The procedure for resolution of grievances and avoidance of disputes is available if the parties are unable to agree a solution to a problem.

5.3. Should a matter be referred to this procedure for resolution, both parties should accept that it should be progressed as speedily as possible, with a joint commitment that every effort will be made to ensure that such a reference takes no longer than seven working days to complete.

5.4. Pending resolution of the grievance, the same conditions prior to its notification shall continue to apply, except in those circumstances where such a continuation would have damaging effects upon the Charity.

5.5. If the Volunteer's immediate supervisor is the subject of the grievance and for this reason the Volunteer does not wish the grievance to be heard by him or her, it shall be referred to a Trustee.

5.6. At every meeting (other than investigatory meetings) the Volunteer shall be entitled to be accompanied by a fellow Volunteer or official of their choice.

6. THE PROCEDURE

6.1. Where a Volunteer has a grievance, he or she must set out the nature of the alleged grievance in writing to the Charity.

6.2. The Volunteer will be invited to a meeting, which the Volunteer must take all reasonable steps to attend. After the meeting, the Charity must inform the Volunteer about its decision, and notify him/her of the right to appeal.

- 6.3. If the Volunteer wishes to appeal, the Charity will invite the Volunteer to an appeal meeting, which will be heard by a Trustee. After the meeting, the Charity must inform the Volunteer of its final decision.