

Knutsford GROW's **Discipline, Grievance and Complaints Procedure**

Disciplinary Procedure

- If someone (volunteer, staff member, contractor, client or member of the public) has a complaint about a volunteer or their work, they should first discuss it with the volunteer and the Coordinator if possible
- This discussions might indicate a training need, extra support or supervision, or a change of role
- If the matter cannot be resolved in this manner then the complaint should be put in writing to the Chairman. The complainee has the right to put their case to the Chairman and to be accompanied by a colleague, friend or family member.
- Following this, an informal warning may be issued to improve conduct or performance. An informal warning does not form part of the disciplinary procedure. A review meeting will follow to discuss any improvements that have taken place. If sufficient progress has been made no further action will be necessary.
- However, if there is insufficient progress a verbal warning will be issued. This forms part of the disciplinary process. The complainee will also be given confirmation in writing of the nature and content of this verbal warning and informed that one more warning could lead to exclusion.
- A complainee has the right to appeal against any complaint to the Board, whose decision will be final.
- Should someone be found to have committed serious misconduct (for example theft, an act of violence, malicious damage, deliberate falsification of documents, harassment) then Knutsford GROW reserves the right to suspend them immediately whilst the case is being investigated. The person will have the right to put his/her case to the Chairman and to be accompanied by a colleague, friend or family member. The person will be informed of any decision regarding their conduct within 14 days of suspension and has the right to appeal against exclusion to the Management Committee, whose decision is final.

Grievance and Complaints Procedure

- If a volunteer has a complaint against a member of staff or another volunteer they should first discuss the matter with their Coordinator. The volunteer may be accompanied by a colleague, friend or family member at this meeting.
- If the Coordinator is the person whom the complaint is against then the matter should be referred to the Chairman
- If the complaint is not resolved at these meetings, it should be made in writing to the Management Committee via the Secretary. It will then be dealt with within 14 days and treated in a confidential manner.

If you do not agree with this policy or would like to speak to someone about its content, please contact the Coordinator immediately

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