

**GRIEVANCE PROCEDURE FOR VOLUNTEERS**

JOURNEY TO JUSTICE GRIEVANCE PROCEDURE FOR VOLUNTEERS

The Journey to Justice Grievance Procedure applies to volunteers or trainees of the organisation.

**1. Introduction and Purpose of the Procedure**  
Journey to Justiceaims to create an environment where volunteers feel valued in their work. We also recognise that there may be occasions when they have concerns or grievances and this grievance procedure enables them to raise grievances more formally. The procedure provides an open and fair way for volunteers to make known their problems and aims to enable grievances to be resolved quickly, fairly and consistently.

**2. Informal Discussions**  
  
In the first instance, if any volunteer has a grievance about their volunteering or a colleague they should discuss it informally, as soon as possible, with their supervisor or the Director of Journey to Justice if the grievance involves a member of the Trustee Board. If the grievance involves the Director they should discuss it informally with the Chair of the Trustee Board. They will take the grievance seriously and ensure that everything is done to try and resolve the issue informally. It is hoped that the majority of concerns will be resolved at this stage.

**3. Formal Procedures**   
  
If the volunteer feels the issue has still not been resolved satisfactorily, the volunteer should raise the matter, in writing, with the Director or with the Chair of the Trustee Board if the grievance is against the Director or a trustee. The Director or Chair will invite the volunteer to a meeting where they can discuss the matter and establish how best to resolve the situation. The volunteer has a right to be accompanied to the meeting. Following the meeting, the Director or Chair will respond in writing with a decision as soon as is practicable. They will let the volunteer know they can appeal against the decision by writing to the Director.

**4. Right of Appeal**

If the grievance has still not been resolved to the satisfaction of the volunteer, they may write to the Director setting out the grounds of their appeal within ten working days of the decision being communicated to them. The Director will then invite the volunteer to a meeting with the Chair as soon as practicable and inform them they have the right to be accompanied. The Chair will meet the volunteer, hear the grounds of the appeal and respond in writing as soon as practicable. This is the final stage of the grievance procedure.

**5. Grievance against the Director or a Trustee**

In this case the Chair, or in the case of a grievance against the Chair, the Vice-Chair, will oversee the procedure. At the appeal stage, the grievance will be heard by a panel of three members of the Trustee Board. The volunteer will have the right to be accompanied to the appeal meeting. If the grievance is raised against the Chair an independent person should be included in the appeals panel. The decision of the appeals panel will be final.

**AGREED: 16/09/17**

**JOURNEY TO JUSTICE DISCIPLINARY PROCEDURE FOR VOLUNTEERS**

The Journey to Justice Disciplinary Procedure applies to volunteers or trainees of the organisation.

1. **Introduction and Purpose of the Procedure**

Journey to Justice is committed to creating an environment where all volunteers feel valued and are able to perform to their best ability and achieve job satisfaction. Journey to Justice also recognises that there will be occasions when disciplinary and/or performance problems arise. The purpose of this policy is to ensure that if such problems do arise, they are dealt with fairly and consistently. This policy sets out the action that will be taken when problems occur.

**2. Principles**

If a volunteer is subject to disciplinary action:

* The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues.
* At every stage the volunteer will be advised of the nature of the complaint and given the opportunity to state their case in a meeting before any decision is taken on whether to impose a warning or other disciplinary sanction.
* The volunteer will be given the opportunity to be represented or accompanied at any disciplinary meeting.
* In some cases an investigation will be required before any final decision is taken on whether to impose a warning or other disciplinary sanction.
* There is a right to appeal against any disciplinary action taken against a volunteer.

**3. Informal Discussions/Counselling**  
  
Most disciplinary problems can be solved by informal discussions or counselling. Before taking formal disciplinary action, the volunteer’s supervisor or the Director of Journey to Justice will make every effort to resolve the matter by informal discussions, which may include mediation, additional training, or support for the volunteer. This would not be recorded as disciplinary action and would be seen as a process of constructive dialogue.

Only where this fails to bring about the desired improvement will the formal disciplinary procedure be implemented.

The Procedure

**4. Formal Verbal Warning**  
  
If, despite informal discussions or training, the conduct or performance of a volunteer still does not meet acceptable standards, the volunteer may, following an appropriate disciplinary meeting, be given a formal verbal warning by their supervisor or the Director of Journey to Justice. The volunteer will be told:

* the reason for the warning
* what the volunteer needs to do to improve the situation
* a time frame within which the conduct or performance needs to be improved
* any support or training that Journey to Justice might provide to support the volunteer
* that the verbal warning is the first stage of the disciplinary procedure

A brief note of the warning will be kept but it will lapse after 6 months, subject to satisfactory conduct and/or performance.  
**5. Written Warning**

If there is no improvement in standards within the prescribed time, or if a further offence occurs, the volunteer will receive a letter from their manager. The letter will contain:

* details of what the volunteer has alleged to have done wrong
* the reason why the current behaviour or performance is unacceptable
* an invitation to attend a disciplinary meeting with the Director at which the problems can be discussed
* information about the right to be accompanied at the disciplinary meeting
* copies of any documents that will be referred to at the disciplinary meeting

The disciplinary meeting should take place as soon as is reasonably possible but with sufficient time for the volunteer to consider their response to the information contained in the letter. The meeting will be an opportunity for both the volunteer (with a representative if they wish) and the Director to talk about the allegations being made, review the information with a view to establishing whether to progress the disciplinary action.

Where, following the disciplinary meeting, it is decided that no further action is warranted, the volunteer will be informed in writing.

Where, following the disciplinary meeting, the volunteer is found to be performing unsatisfactorily or their behaviour is deemed unsatisfactory, they will be given a written warning which will set out:

* the performance and/or behaviour problem
* the improvement that is required
* the timescale and date for achieving the improvement
* any support that Journey to Justice will provide to assist the volunteer
* a statement that failure to improve could lead to a final written warning and ultimately the end of the volunteer agreement
* a review date
* the appeal procedure

A copy of the written warning will be kept on file but the warning will lapse after 12 months subject to satisfactory conduct and/or performance.   
Where a written warning is given, the Chair of the Management Committee will be advised and kept up to date with any progress.

**6. Ending the volunteer agreement**  
If the volunteer’s conduct or performance still fails to improve or if further serious misconduct occurs, the final stage in the disciplinary process may be instituted and the volunteer agreement will be ended. The decision to end the volunteer agreement will be taken by the Director following an appropriate hearing and the volunteer being given the opportunity to state their case and put forward any mitigating circumstances. Following the hearing the volunteer will be informed as soon as possible as to the outcome and if relevant the reason for the ending of the volunteer agreement and the right of appeal.

**8. Gross Misconduct**  
  
Where a volunteer is found guilty of gross misconduct, they will normally be subject to the summary ending of the volunteer agreement and the above procedures regarding progression of warnings will not apply. Where there is an allegation of gross misconduct the Director will carry out an immediate investigation. The volunteer will have an opportunity to participate in that investigation and put their case and answer the allegations of gross misconduct. While the alleged gross misconduct is being investigated, the volunteer may be suspended. Any decision to end the volunteer agreement will be taken only after an investigation and a disciplinary hearing.

If, after investigation and disciplinary hearing, it is deemed that the volunteer has committed an offence of gross misconduct, the normal consequence will be the ending of the volunteer agreement. The volunteer will be notified of this and the appeal process as soon as possible.

The following list is a non exhaustive list that indicates the type of actions that may constitute gross misconduct,

* damaging the reputation of Journey to Justice
* acting in opposition to Journey to Justice’s vision, aims and mission
* theft or fraud
* violent behaviour, fighting, assault on another person
* deliberate damage to Journey to Justice property
* harassment
* being unfit for work through alcohol or illegal drugs
* gross negligence

**9. Appeals**

If a volunteer wishes to appeal against any disciplinary decision, they must do so in writing within five working days of the decision being communicated to them, to the Chair of the Trustee Board. The Chair of the Trustee Board will convene an Appeals sub-committee, consisting of at least 3 members of the Trustee Board to hear the appeal and the volunteer will be invited to a meeting with the Appeals sub-committee. The volunteer will have the right to be accompanied to the appeal meeting.

The decision of the Appeal sub-committee will be final.

**AGREED: 15/07/17**