**Grievance Procedure**

|  |  |
| --- | --- |
| **Last reviewed on:** [insert date] | **Next review date:** [insert date] |
| **Reviewed by:** [insert title of person] | **Approved by:** [insert title of person] |

If a volunteer feels that they have cause for complaint concerning their treatment within the club or association they may wish to seek a resolution by using the formal grievance process that is available. Prior to escalating the issue to a more senior level every effort should be made to resolve it in an informal and cooperative manner.

A formal grievance procedure is fully documented. In order to determine the appropriate steps and actions that will take place it is essential that the volunteer’s wishes are taken into account. Thoughtful consideration is given to all complaints which are dealt with in a timely manner and confidentially discussed with the individual who raised them.

Whether or not a final decision is found to be for or against a grievance the volunteer is assured that they will not be disadvantaged.

The table below is a recommended course of action should a volunteer have a grievance. At any stage of this process a volunteer can also access outside assistance.

| **Trigger** | **Action** | **Responsibility** | |
| --- | --- | --- | --- |
| Volunteer is unable to resolve an issue or grievance informally, or would like assistance/support in order to resolve it | Volunteer Coordinator to discuss with Club President or Senior Manager on behalf of the aggrieved volunteer. This may be either the Volunteer Coordinator’s Manager or another Senior Manager depending on the circumstances.  The content of this discussion is confidential however there will be a record that a discussion has occurred in relation to a grievance. This record should be recorded in accordance with club procedures. | Volunteer Coordinator to raise the issue | |
| Initial discussion results in agreement that the Club President or Senior Manager will seek to resolve the issue | Club President or Senior Manager to undertake issue resolution, taking into account both the views of the Volunteer Coordinator/employee/volunteer and the well-being of the organisation.  Club President or Senior Manager to record a brief description of the action they have or will take. | Club President or Senior Manager | |
| Issue is resolved satisfactorily | Club President or Senior Manager to note for the record that the grievance has been resolved. | Club President or Senior Manager | |
| Issue is not resolved to the satisfaction of the Volunteer Coordinator | Volunteer to make a formal, written complaint to the CEO or, if appropriate, the Board of Directors. | Volunteer Coordinator | |
| Formal complaint received | Determination to be made and advised in writing to the individual within 14 days. | | CEO or Board of Directors or assigned person, as applicable | |
| Formal resolution is not satisfactory to the Volunteer | If the volunteer is not satisfied with the decision of the CEO or Board of Directors, they may choose to seek outside assistance. | | Volunteer | |