



## **Volunteer Problem Solving and Solution Policy**

### **Purpose**

1. South Derbyshire CVS aims to ensure that volunteers are well supported and that volunteering within the organisation is a positive experience for everyone involved.
2. SDCVS also recognise that sometimes things can go wrong within a volunteer programme.

### **Policy**

3. South Derbyshire CVS is committed to actively promoting equality and anti-discriminatory practice. It seeks to prevent discrimination on the grounds of sex, age, disability, race, religion or belief, pregnancy and maternity, marriage and civil partnership, gender reassignment or sexual orientation.
4. SDCVS is clear that Volunteers are not employed by the organisation and are therefore not covered by the same legislation as employees or entitled to employment rights. However, it is still important to have clear policies and guidelines for the volunteer and the organisation to work within.
5. This is particularly important:
  - a. When things go wrong, either for the volunteer or for the organisation.
  - b. To ensure that volunteers are treated fairly and not discriminated against
  - c. To ensure there is a consistent approach to problem solving
6. SDCVS believe that all complaints should be resolved openly, fairly and quickly to:
  - a. Demonstrate respect for and protect our volunteers
  - b. To minimise disruption in services and protect the reputation of CVS
7. See also; Bullying & Harassment Policy

### **Part One - Grievance**

8. This procedure gives any volunteer the right to complain if they have been unfairly treated.
9. Volunteers may want to complain about:
  - a. A member of staff
  - b. The organisation
  - c. Another volunteer
  - d. A service user

### **Stage One - Informal Complaint**

10. Many potential issues can often be resolved informally. In the first instance, we would encourage volunteers to discuss their complaint with their Service Coordinator with a view to resolving the complaint. If the complaint is about the line manager, the volunteer may talk to a member of the Senior Management Team. The volunteer can choose to have someone with them at this meeting.
11. If the issue is not sorted out by the discussion, the volunteer can make a formal complaint in writing. See stage two.

### **Stage Two - Complaint in Writing**

12. If the complaint has not been resolved satisfactorily by discussion, the volunteer should put their complaint in writing. This must be done within 5 working days. The letter should be sent to the Chief Executive. *Please see appendix A for details.*
13. The complaint will be investigated and the findings will be put in writing to the volunteer as soon as possible (usually within 10 working days).
14. The investigation may include talking to various people involved including the volunteer who has complained.
15. If the volunteer is not satisfied with the outcome, they may appeal (see stage 3).

### **Stage Three - Right to Appeal**

16. If the volunteer is not happy with the outcome of the formal stage, they have the right to appeal in writing to the Chair of the Board of Trustees. This must be done within 5 working days. *Please see Appendix A for details.*
17. The Chair will examine the complaint and review the investigation to ensure that this has been conducted thoroughly and fairly. Following receipt of the appeal, the Chair will contact the volunteer as soon as possible (usually within 10 working days), with a view to arranging a meeting to discuss their grounds of appeal in more detail where appropriate. The volunteer may bring someone of their choice to the meeting to support them.
18. The Board will make a decision, which the Chair will put in writing to the volunteer as soon as possible (usually within 5 working days of the appeal meeting).

This decision of the Board is final.

## **Part Two - Disciplinary**

19. SDCVS aims to ensure that all its volunteers maintain high standards of conduct and performance in their roles. This procedure sets out what will happen if someone complains about a volunteer.

### **Stage One – Informal Discussion**

20. Where a potential issue has been raised, the volunteers line manager will discuss the complaint with the volunteer to try to resolve the issue. Any internal or external factors that may be relevant will be considered. The aim will be to find a solution, which can be written in an action plan. This may include:
  - a. Identifying a training need
  - b. Providing additional support
  - c. Setting goals for the volunteer to achieve
21. Following the initial discussion, a review date will be set. If there has not been sufficient improvement at this stage a new action plan may be agreed or a written warning issued. See Stage Two

### **Stage Two - Written Warning**

22. If the issue has not been resolved by the discussion or at the review, the volunteer has a right to state their case at a meeting with either the line manager or another senior manager, before any decision is made. See *Appendix A for details*. The volunteer may bring someone of their choice to support them at this meeting.
23. At this meeting further objectives may be set and additional support provided. The line manager may issue a written warning outlining the reason for the complaint.
24. The outcome of the meeting, including confirmation of any written warning issued, will be sent as soon as possible (normally within 5 working days of the review).
25. As a last resort, e.g. where the concern is sufficiently serious or if there is further misconduct or performance concerns following the written warning, the organisation may decide to cease to involve the volunteer.
26. The decision to cease to involve a volunteer will be put in writing within 5 working days of the meeting. If appropriate, the volunteer will be offered a referral back to the volunteer centre for support to find a more appropriate placement.

### Stage Three - Right to Appeal

27. The volunteer has a right to appeal. This must be in writing within 5 working days of the written confirmation of the decision being received. The appeal letter should be sent to the Chair of the board of Trustees.  
*Please see appendix A for details.*

28. The Chair will examine the concern and review the investigation to ensure that this has been conducted thoroughly and fairly. Following receipt of the appeal, the Chair will contact the volunteer as soon as possible (usually within 10 working days), with a view to arranging a meeting to discuss their grounds of appeal in more detail where appropriate. The volunteer may bring someone of their choice to the meeting to support them.

29. The Board will make a decision, which the Chair will put in writing to the volunteer as soon as possible (usually within 5 working days of the appeal meeting).

This decision of the Board is final.

### Review & Monitoring

1. The policy will be reviewed every 2 years or sooner if there are legislative changes
2. Minor changes to the policy such as job titles resulting from organisational changes can be updated at any time.

Review completed	July 2023- Hollie Benton
Policy published	August 2023
Next review due	July 2025

### Appendix A- contact details for written complaints and appeals

#### Chief Executive

Hollie Benton  
[ceo@sdcv.org.uk](mailto:ceo@sdcv.org.uk)

#### Chair

Helen Scott-South

#### Senior Managers

[managers@sdcv.org.uk](mailto:managers@sdcv.org.uk)

#### Address:

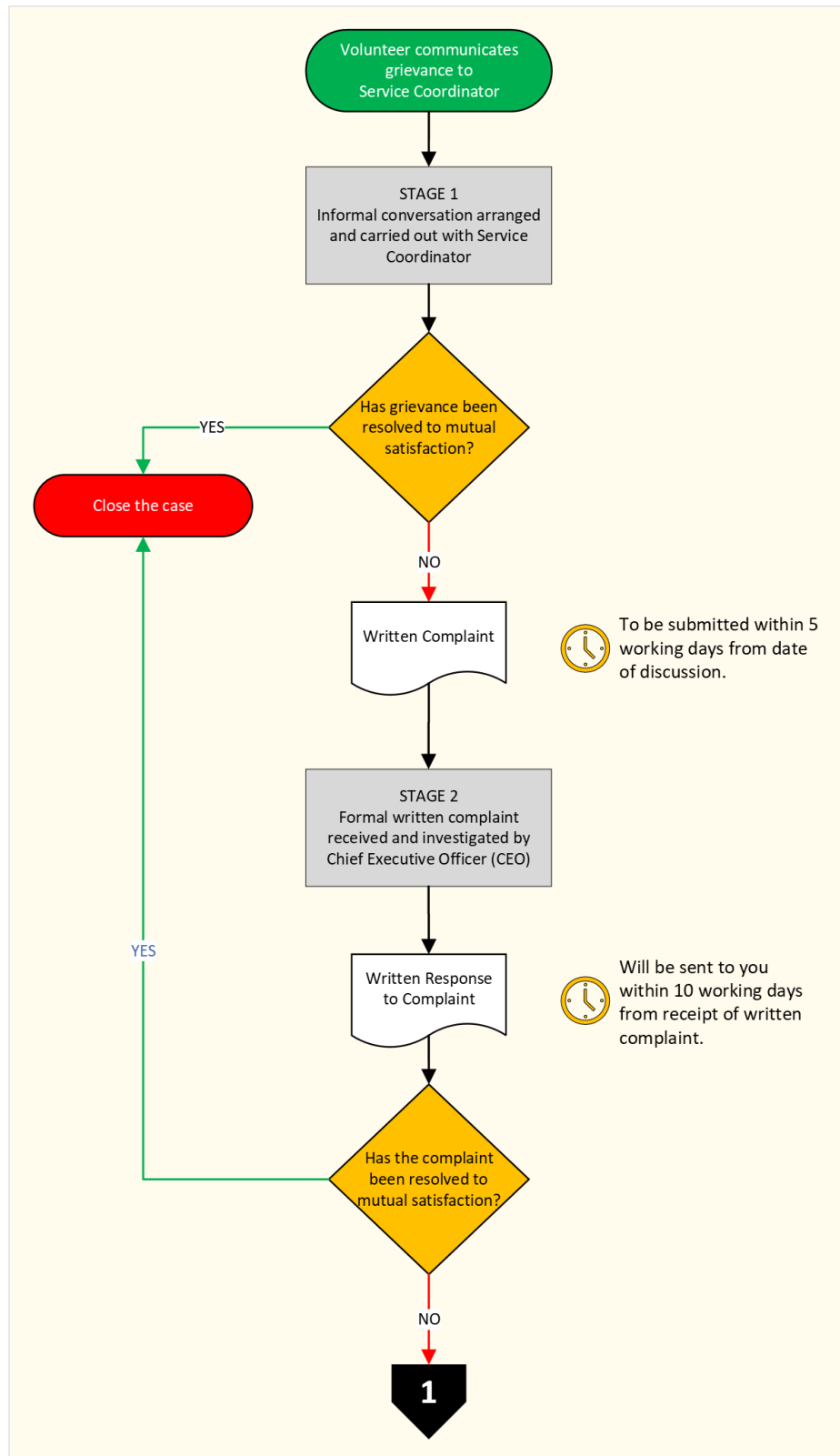
South Derbyshire CVS  
The Hive  
Top Floor Unit G  
Sharpe's Industrial Estate  
Alexandra Road  
Swadlincote  
DE11 9AZ

#### Telephone:

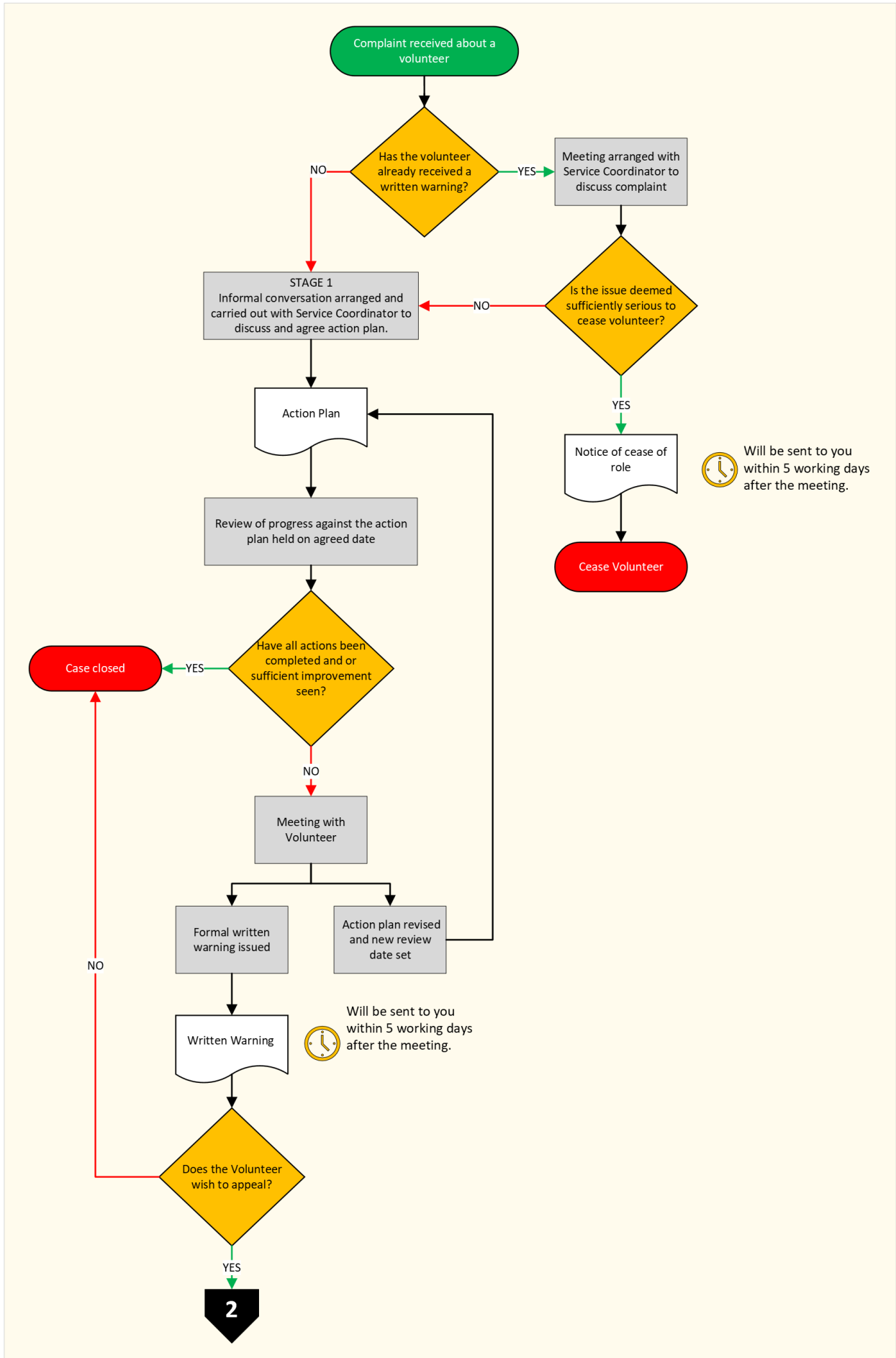
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## Appendix B – procedure flowcharts

### PART ONE - Grievance Procedure



# PART TWO - Disciplinary Procedure



## PART THREE - Common Appeals

