

## **VOLUNTEER DISPUTE AND GRIEVANCE POLICY**

- 1) It is important that if a volunteer feels dissatisfied with any matter relating to their role, they should have an effective means by which such a grievance can be aired and, where appropriate, resolved.
- 2) Nothing in this procedure is intended to prevent volunteers from informally raising any matter they may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if they wish to raise a formal grievance they should normally do so in writing from the outset.
- 3) They have the right to be accompanied at any stage of the procedure by a person who may act as a witness or speak on their behalf to explain the situation more clearly.
- 4) If they feel aggrieved at any matter relating to their work, they should first raise the matter with their Principal Contact/Group Leader specified in the Volunteer Agreement, explaining fully the nature and extent of their grievance. They will then be invited to a meeting at a reasonable time and location at which their grievance will be investigated fully. Volunteers must take all reasonable steps to attend this meeting. They will be notified of the decision, in writing, normally within fourteen days of the meeting, including their right of appeal. As far as is reasonably practicable the church will be represented by 2 trustees.
- 5) If they wish to appeal they must inform the Principal Contact or Group Leader within seven days. They will then be invited to a further meeting, which they must take all reasonable steps to attend. As far as reasonably practicable, the Church will be represented by two trustees, at least one of which will be a chair of trustees.
- 6) Following the appeal meeting the volunteer will be informed of the final decision, normally within ten working days, which will be confirmed in writing.
- 7) This policy was adopted by the Governance Trustees at their meeting on 14 July 2025