

# THE GIRLS' BRIGADE IN SCOTLAND (GBS)

## POLICY FOR RESOLVING VOLUNTEER PROBLEMS AND CONCERNS

### 1 Purpose and Scope

This policy sets out the GBS's policy in relation to responding to concerns, problems or complaints that volunteers raise. Anyone wishing to use this procedure can do so freely and without prejudice to their position as volunteer. This policy is not intended to create any legal obligations and it may be amended by GBS at any time or modified in any particular circumstance if we feel it would better achieve a resolution. This policy is not intended for use by employees, who should refer to our separate Grievance Policy and Procedure.

### 2 Informal Procedure

Volunteers should aim to resolve any issues informally by speaking with their normal contact in the organisation, e.g. Captain/Leader-in-Charge, or other appropriate person as may be determined by the Chief Executive. Volunteers don't have to do this, but speaking informally to someone is often the quickest way to resolve problems quickly. If the volunteer considers that their concern cannot be resolved informally, or if the informal process does not resolve the issue, then the formal procedure should be used.

### 3 Formal Procedure

#### 3.1 *State Your Concern*

If using the formal procedure, volunteers should give a written statement outlining their concerns clearly to their normal contact in the organisation or other appropriate person as may be decided or designated by the Chief Executive from time to time. It is likely to be helpful to allow us to investigate if the volunteer encloses copies of any relevant documentation, including any relevant facts, dates, and names of individuals involved. If the issue relates to their normal contact, the statement can be given to the next higher level of management in GBS.

#### 3.2 *Meeting to discuss*

Following the receipt of a statement, the person dealing with the matter will normally arrange for a meeting to be held to seek to resolve the matter. At the meeting, the volunteer will be given the opportunity to explain their concern and how they think it should be resolved. If appropriate, the meeting may be adjourned to allow for an investigation to take place if necessary.

The volunteer may be accompanied by a fellow volunteer where appropriate.

#### 3.3 *Decide on Appropriate Action*

Following the meeting and any investigation, the person dealing with the matter will consider whether the concerns are justified, and what steps can be taken to resolve the matter. The volunteer who has raised the issue will normally receive a response orally or in writing to let them know what has been decided.