

# THE GIRLS' BRIGADE IN SCOTLAND (GBS)

## VOLUNTEERS GRIEVANCE POLICY AND PROCEDURE

### 1 Purpose and Scope

This policy sets out the GBS's policy in relation to handling grievances. Grievances are concerns, problems or complaints that volunteers raise. Anyone wishing to use this procedure can do so freely and without prejudice to his/her position as volunteer. This policy is not intended to create any legal obligations and it may be amended by GBS at any time.

### 2 Informal Procedure

Volunteers should aim to resolve grievances informally by speaking with their normal contact in the organisation, e.g. Captain or Commissioner, or other appropriate person as may be determined by the National Director. There is no obligation on volunteers to use the informal procedure but seeking to resolve grievances on an informal basis will often allow for problems to be resolved quickly. If the volunteer considers that the nature of the grievance is such that it 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 Grievance*

The volunteer must set out their statement of grievance clearly, in writing, and without unreasonable delay, and give the statement or a copy of it to their normal contact in the organisation or other appropriate person as may be decided or designated by the National Director from time to time. The volunteer should also enclose copies of any documentation they intend to rely upon. If the grievance relates to their normal contact, the statement or a copy of it can be given to the next higher level of management in GBS. If the grievance relates to an Executive member, the National Director or National President then one of the persons on the Executive or National Director who are not the subject of the grievance should be sent the statement of grievance.

#### 3.2 *Grievance Meeting*

Following the receipt of a statement of grievance, the person dealing with the grievance will arrange for a meeting to be held to seek to resolve the matter without unreasonable delay. At the meeting, the employee will be given the opportunity to explain their grievance and how they think it should be resolved. If appropriate, the meeting may be adjourned to allow for 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, the person hearing the grievance will decide whether the grievance is justified and, if so, what action to take. A written response to the grievance will be given to them without unreasonable delay along with notification of the right to appeal the

decision the name of an individual designated by the National Director (or such other person as GBS may determine) to whom any appeal should be addressed.

#### 3.4 *Appeal*

If the volunteer feels the grievance has not been satisfactorily resolved, they may appeal the decision. Appeals will be heard by the National President or such other person as GBS may nominate. The volunteer should notify that they wish to appeal and their grounds for doing so within seven calendar days of being sent the written response mentioned at 3.3. The volunteer should enclose copies of any documentation they intend to rely upon. The volunteer will then be invited to an appeal meeting who will notify the volunteer of the date, time and venue of the meeting and inform the volunteer of any right to be accompanied. The meeting will be held without unreasonable delay. Within a reasonable period after the appeal meeting, the volunteer will be informed of the decision. The decision is final with no other right of internal appeal within GBS.