



VOLUNTEER GRIEVANCE PROCEDURE 2016

WHF Volunteer Grievances policy states

Most difficulties can be settled through the normal channels of communication. Where this is not possible, Wimborne History Festival Board of Directors will provide for the orderly resolution of joint problems in a fair and open way.

Procedure for Complaints

1. Informal Discussions

- In the first instance, if any volunteer has a grievance about their volunteering or a colleague they should discuss it informally, as soon as possible with the line Manager - Festival Coordinator (or a Festival Director if the grievance involves the line manager).
- Volunteers grievance will be taken seriously and everything done to try to resolve the issue informally.
- The majority of concerns are likely to be resolved at this stage.

2. Grievance Procedure Stage 1

- If a volunteer feels that the matter has not been resolved through informal discussions, put the complaint in writing to the Festival Coordinator.
- This letter will be followed up with a meeting to allow an opportunity for the volunteer to explain their complaints and share how they would like them addressed. The volunteer will have a right to be accompanied to this meeting.
- Following this meeting, a Festival Director will give a written response within 5 working days of the meeting outlining how the complaint(s) will be responded to.
- If the complaint requires further meetings or investigations, the 5 working days limit may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

3. Grievance Procedure Stage 2

- If the volunteer feels the issue has still not been resolved satisfactorily, they should raise the matter, in writing, to the Board of Directors. The volunteer will be invited to a meeting where they can discuss the matter and establish how best to resolve the situation. The volunteer has a right to be accompanied to this meeting.
- Following the meeting, the Director(s) will give a written response within 5 working days of the meeting outlining how the complaint will be responded to.
- If the complaint is against another member of staff or volunteer, or requires further investigation, the Director will need to carry out further meetings or investigations. In this case, the 5 working days limit above, may need to be extended.
- The response will follow this meeting and include a reference to the right of appeal.

4. Right of Appeal

- If the volunteer wishes to appeal against any grievance decision, they should do so in writing within five working days of the decision.

- The Board may set up an Appeals Sub-committee to hear the volunteers appeal.
- The volunteer has the right to be accompanied to the appeal meeting.
- The Appeals Sub-committee's decision will be final.

2016 Contacts in the event of a Grievance

Festival Coordinator: line Manager to the Volunteers

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Directors:

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