

## **VOLUNTEER Grievance and Disciplinary Procedures**

### **GRIEVANCE/APEALS PROCEDURE**

- a If you are dissatisfied with any action taken relating to your personal involvement as a volunteer of Dartford Churches Winter Shelter, or if you have a grievance against Dartford Churches Winter Shelter in some other respect, you should in the first instance raise this with the Project Administrator.
- b If this does not resolve the matter, you should then put your complaint in writing to the Chair of the Steering Group within 28 days, accompanied by any relevant documentation. The Steering Group will make formal acknowledgement of your complaint within seven days and meet to discuss the situation as soon as possible thereafter. You may be asked to attend such a meeting, in order to present your complaint personally or to clarify certain details of the situation that has arisen. The outcome of this meeting will normally be communicated to you in writing within seven days.
- c If, after this process has been completed, you are still gravely dissatisfied with the situation, then it is advisable for you to refer your complaint to the Advisory, Conciliation and Arbitration Service \* (ACAS) for further advice.
- d The Steering Group is committed to handling any problem that arises within the volunteer relationship as swiftly and equitably as possible, and asks you to approach your work with us in the same manner.

### **DISCIPLINARY PROCEDURE**

If at any time the Steering Group has any concerns regarding poor practice or inappropriate behaviour in relation to your volunteering with Dartford Churches Winter Shelter, then the following steps will be taken.

- a The Project Administrator will in the first instance meet with you within 7 days to discuss the concerns.
- b If this does not resolve the matter satisfactorily then the concerns will be set out in writing within 14 days of the above meeting. You will then have 28 days to respond to the concerns and will be offered the opportunity to discuss the concerns with two or more of the Steering Group, in person.
- c c) If at the end of the 28 day period the Project Administrator and Steering Group continue to have concerns then you will be asked by the Chair of the Steering Group to cease your work with Dartford Churches Winter Shelter.



## Note

If there is any allegation of safeguarding there are no circumstances when this wouldn't be reported to the police and the Project Administrator will report to the Chair of the Steering Group immediately they are aware of an issue

If any disciplinary or grievance matter arises which relates in any way to allegations involving child protection, then the police or Social Services will be contacted.

\* *“ACAS provide information, advice, training, conciliation and other services for employers and employees to help prevent or resolve workplace problems”*  
(<http://www.acas.org.uk>)