

VOLUNTEER GRIEVANCE POLICY AND PROCEDURE

Menhirs Fate is committed to providing a positive and supportive environment for all, including volunteers, staff and workers. This grievance policy outlines our approach to resolving volunteer grievances fairly, confidentially and promptly.

The types of problems that can be addressed by recourse to a grievance policy can include some of the following types of disputes:

- Work-related disputes between volunteers, or between volunteers and workers/paid workers at Menhirs Fate;
- The breakdown of working relationships due to personality conflicts;
- Misunderstandings about the nature of volunteers roles, for example, the boundaries of volunteer roles;
- Differing treatment between groups of volunteers or individual volunteers (or perceptions of such differing treatment);
- Inappropriate behaviour such as bullying, harassment or unwanted touching. In some instances this behaviour can be criminal;

This policy applies to all volunteers at Menhirs Fate. It covers any grievances related to their volunteering experience, including any of the above (non-exhaustive) reasons.

Menhirs Fate is committed to resolving grievances in a manner that:

- Upholds our values of respect, integrity and inclusiveness;
- Ensures that all parties are heard and their concerns are addressed; and
- Promotes a positive and collaborative environment.

PROCEDURE

- 1. Informal Resolution:** Volunteers are encouraged to address their concerns directly with the individual(s) involved, where possible. Often, issues can be resolved through open and honest communication. In some instances, it may be appropriate, with consent, for a staff member to discuss the problem with you and/or the individual(s) involved, in order to resolve the dispute informally. Should an informal resolution not be reached, the volunteer will then be able to submit a formal grievance.

It is important as part of this procedure to make sure that you are not making things personal or escalating the problem. Volunteers should not immediately consult a director if it is unnecessary. Bringing along someone for support can be done but volunteers should avoid bringing a group.

This step is not required for serious grievances such as inappropriate behaviour listed above such as bullying, harassment and unwanted touching which should be escalated to a formal grievance. This is not an exhaustive list of things that a volunteer

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can skip this initial step for if they believe they need to escalate.

2. **Formal Grievance:** If informal resolution is not possible or successful, volunteers can submit a formal volunteer grievance in writing to their volunteer coordinator. This does not have to be written by the volunteer if they are unable to do so and may be written by someone their behalf and signed by the volunteer
3. **Investigation:** The grievance will be investigated promptly and impartially. This may involve gathering information from all parties involved.
4. **Resolution:** A proposed resolution will be discussed with the volunteer who raised the grievance. Efforts will be made to reach a mutually satisfactory outcome.
5. **Appeal:** If the volunteer is not satisfied with the resolution, they may appeal to someone with a higher authority within Menhirs Fate, such as the board.

This grievance policy is linked to our broader Volunteer Policy and other related policies, including our Equality and Diversity Policy. These documents provide additional context and guidelines for managing volunteer relationships and resolving issues.

Review: This policy will be reviewed annually to ensure it remains relevant and effective.