

Disciplinary Procedure

1. If someone (volunteer, staff member, client or member of the public) has a complaint about a volunteer or their work, they should first discuss it with the volunteer or their line manager if possible.

(do all volunteers have a designated line manager?)

2. This discussion might indicate a training need for the volunteer, extra support or supervision, or a change of department.
3. If the matter cannot be resolved in this manner then the complaint should be put in writing to the Volunteering Manager or relevant senior manager. The volunteer has the right to put their case to the Volunteering manager or relevant senior manager and be accompanied by a colleague.
4. Following this an informal warning may be issued to the volunteer to improve conduct or performance. An informal warning does not form part of the disciplinary procedure. A review meeting will follow to discuss any improvements that have taken place. If sufficient progress has been made no further action will be needed.
5. However, if there is insufficient progress an oral warning will be issued. This forms part of the disciplinary process. The volunteer will be informed in writing of this warning and be informed that one more warning could lead to exclusion.
6. A volunteer has the right to appeal against any complaint to the Director, whose decision is final.

(who will have the final decision?)

7. If a volunteer is found to have committed serious misconduct (for example theft, an act of violence, malicious damage, deliberate falsification of documents, harassment) then ***** reserves the right to suspend them from the premises immediately while the case is being investigated. The volunteer will have the right to put his/her case to the Volunteering Manager and another senior manager, and to be accompanied by a colleague. The volunteer will be informed of *****'s decision within fourteen days of suspension and has the right to appeal against exclusion to the Director, whose decision is final.

(what time-frame is realistic for your organisation?)