



## OBEE CIC GRIEVANCE PROCEDURE

Grievances are concerns or complaints that a volunteer has and may wish to raise with the organisation. This procedure is designed to help volunteers to raise any such issue in the correct way, so it can be resolved fairly and consistently.

### Principles

OBee CIC aims to resolve any grievance as quickly and informally as possible.

If a grievance is raised formally, it will be addressed within a reasonable timeframes and any delays, along with their reasons, relayed to the volunteer.

It is recognised that failure to deal with grievances promptly can lead to unnecessary escalation of a problem and potential damage to working relationships.

At all stages of the procedure, the volunteer is entitled to be accompanied by a fellow volunteer.

Any grievances raised will be dealt with in the strictest of confidence and it is expected that the volunteer will adhere to the same level of confidentiality.

### Stage 1 – Informal Stage

Most routine complaints and grievances are best resolved informally in discussion with the volunteer's immediate Supervisor or Centre Manager. Dealing with grievances in this way can often lead to a speedy and successful resolution of problems, and is recommended to all volunteers as the first option.

Every chance should be given to resolve grievances informally before going to stage 2. OBee CIC has set a timescale of 3 weeks to respond informally.

### Stage 2 – Formal Stage

If a volunteer is not satisfied with the outcome from informal discussions, they can raise a formal grievance in writing. The Formal Stage must be heard by two impartial Directors of the Board or a Director and a Member of OBee CIC.

A Director will arrange to meet or hold a telephone call and openly discuss the grievance with the volunteer, advising them of their right to be accompanied and adjourning if necessary to gather further information. The volunteer will be made aware of the timeframe and of any further investigations required and will be kept informed if there are any delays.

Within 21 days, the proposed outcome will go to the Board of Directors for signing off and the outcome will be confirmed in writing to the volunteer.

If the volunteer is not satisfied with the outcome of stage 2, they can appeal – the details of whom to appeal to will be included in the outcome letter. Any appeal must be put in writing within 10 days of receiving the outcome from the Formal Stage.

### **Stage 3 – Appeal Stage**

The Appeal Stage must be heard at a Special General Meeting of OBee CIC Members.

Such a meeting will be convened (with the right to be accompanied) for the volunteer to again state their grievance and why they were dissatisfied with the outcome of the Formal Stage. The Directors/Member who dealt with the Formal Stage will have the chance to explain their decision.

The Appeal can be adjourned if necessary to gather further information. Any outcomes will be confirmed in writing.

There is no further right of appeal under this policy.