



Charity No 1183575

Disciplinary and Grievance Procedures for Volunteers and Micro Providers

This document lays out our procedures for dealing with situations between Wivey Cares and its volunteers and Micro Providers when things go wrong. It covers how we will approach issues of conduct or performance with volunteers and how volunteers can seek to have their grievances with Wivey Cares addressed.

Disciplinary Procedure

The aim of this procedure is to ensure that volunteers and Micro Providers are treated in a fair and consistent way if there is a concern about their performance of voluntary and Self Employment work. It is hoped that most concerns will be satisfactorily dealt with through informal discussions based on honesty and respect. However, there may be times when the following guidelines are needed.

First stage

If at any time a volunteer or Micro Provider is causing concern, the Project Co-ordinator will raise the matter, identifying the concerns and explaining what the volunteer or Micro Provider needs to do in future. This may involve attending training or shadowing another member of the team. A date for a review will be set.

Verbal Warning

If the volunteer or Micro Provider has not attended to concerns already discussed in the first stage of the Disciplinary Procedure, or if there is a major concern, then the Project Co-ordinator having ascertained the facts will put the findings in writing to the person involved. The Project Co-ordinator and a member of the Committee or a Trustee will meet with the person who will be given a chance to state their case. Another volunteer or Micro Provider or a friend may accompany the person to this meeting if they wish. The Project Co-ordinator will be clear about how aspects of the volunteer's or Micro Providers performance could improve. If necessary, the person will be given a verbal warning that his/her performance is a cause for concern. A date will be set to review the situation within one month. The warning will remain on file for three months. The volunteer or Micro Provider has the right to appeal to the Committee Chair.

Second Stage - Written Warning

At the time set for review, or earlier if there is further breach of conduct, the Project Coordinator and a member of the Committee or a Trustee will meet with the volunteer or Micro Provider who again can be accompanied by another volunteer or Micro provider or friend. If there has been insufficient improvement the person may be given a written warning at the end of the meeting stating the problem, indicating the improvement needed and setting a date for review within one month together with the warning that the person may be asked to leave if there is no improvement. Again, they may appeal against this to the Committee Chair. The warning will remain on file for 12 months.

Termination of a Volunteer's or Micro Providers Services

At the time set for the review, or earlier if there is a further breach of conduct, the Project Co-ordinator and Committee Chair will meet with the Volunteer or Micro Provider. If there has been insufficient improvement they will be asked to leave immediately. The supervisor will give a reason for the decision and detail their right of appeal to the Chair of Trustees and will put this in writing to them within a week. The volunteer or Micro Provider will not be allowed to continue their work pending this appeal. The decision to suspend a volunteer or Micro Provider is highly confidential and in order to protect their privacy only those staff directly concerned will be told.

Appeals

All appeals need to be sent to the Committee Chair within seven days of any stage in the disciplinary action. If the Committee Chair has been involved at an earlier stage the appeal should go to the Chair of Trustees. The appeal will be attended by the volunteer, Micro Provider or a friend if they wish, the Committee Chair or Chair of Trustees whose decision will be put in writing within seven days and will be final.

Gross Misconduct

In most circumstances the procedure detailed above will be adhered to. However, in cases of serious misconduct suspension of the volunteer or Micro Provider may be considered so that an investigation can be carried out without

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prejudice. The reasons for taking such action will be put to the person in writing who would then could state their case. Examples of such serious offences are: Theft, Assault, Breach of Equal Opportunities Policy, Sexual abuse or harassment, Breach of confidentiality, Reckless/malicious damage. In the case of Gross Misconduct the Committee Chair will be involved. They have a right to appeal to the Chair of Trustees at any stage.

Grievance Procedure

Wivey Cares recognises that from time to time volunteers or Micro Provider may wish to seek redress for grievances relating to their work. Wivey Cares encourages free communication so that any problems may be aired and where possible resolved quickly and to the satisfaction of all concerned. In many cases it will be possible to resolve problems through informal conversation and negotiations. All volunteers and Micro Providers are encouraged to raise problems at this level with the Project Co-ordinator or David before seeking more formal solutions. The following procedure is for volunteers and Micro Providers who feel that the informal routes have failed and that their grievance needs to be tackled in a more structured and formal way.

1. If a volunteer/Micro Providers or a group of volunteers/ Micro Providers have a grievance they should first raise this in writing or verbally with the Project Co-ordinator who will record details of their concerns and seek the views of other people involved in the complaint and arrange a meeting to make suggestions about the resolution of the grievance. If the grievance is against the Project Co-ordinator the matter may be raised directly with the Committee Chair(David) who will seek the views of other people involved in the complaint. In either case a decision will be given within seven working days.
2. At this point the Project Co-ordinator will arrange a meeting to make suggestions about the resolution of the grievance. All parties will either agree on a way forward and a date will be set for a month's time to review progress or the matter will be raised with the Committee Chair who will make a decision on what further action, if any, is required. This will be put writing for all concerned.
3. Depending on the seriousness of the matter the Project Co-ordinator may bring it to Committee to decide on how it should be investigated and by whom.

Appeals

If the volunteer/Micro Provider is dissatisfied with the decision he/she may ask for the grievance to be heard by the Committee Chair who will consider the record made in stage 1, seek the views of other people involved in the complaint, record any relevant additional information and give a decision within seven working days of the appeal being raised.