

## **Grievance & Discipline Procedures**

If a volunteer has a grievance, and it concerns another member of staff or volunteer they should talk to them first to try to sort out any problem informally. If this is not appropriate, or if the matter cannot be resolved in this way, a verbal complaint should be made to the volunteer's immediate supervisor. If the subject of the complaint is the volunteer's immediate supervisor, the verbal complaint should be made to the Volunteer Co-ordinator or LGEC Chief Executive as appropriate.

The immediate supervisor or other person above will consider the complaint and discuss with the volunteer what action, if any, will be taken. Wherever possible an answer will be given within five working days of the matter being raised. If the volunteer agrees with the proposals made, this will be the end of the matter.

If the matter is not resolved then a written complaint should be made followed by a meeting with your immediate supervisor, Volunteer Co-ordinator or LGEC Chief Executive as appropriate. The meeting should, wherever possible, take place within 14 days of the written complaint being received. Wherever possible, a written response will be provided within 5 working days of the meeting.

Where the agreement is still not reached then the matter will be referred to the Management Committee or any sub-committee that has been delegated responsibility for matters relating to grievances. The matter will be considered at the next Management Committee or sub-committee meeting. You are entitled to attend and address this meeting, either yourself or through and with a representative. A decision will be given to you in writing, wherever possible within 10 working days of the meeting.

Where a grievance remains unresolved then a hearing by a third party such as ACAS or NCVO's Mediation Service may be arranged. A record of a volunteer's grievances will be kept in their personal file.

### **A copy of the disciplinary procedure is set out below**

**Purpose and scope:** LGEC's aim is to encourage improvement in individual conduct. This procedure sets out the action which will be taken when disciplinary rules are breached and when conduct and or performance are unsatisfactory.

#### **Principles:**

- The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. No disciplinary action will be taken until the matter has been fully investigated.
- At every stage you will have the opportunity to state your case and be represented, if you wish, by a trade union representative if appropriate, or by a fellow employee or volunteer.
- Prior to any disciplinary meeting or hearing you will be told the nature of the alleged offence, the nature of the evidence of the offence, the range of possible outcomes and reminded of your right to be represented.
- You have the right to appeal against any disciplinary penalty other than an oral warning.
- Where appropriate a warning may contain a date after which it will be disregarded in any further disciplinary hearing.
- A record will be kept of all disciplinary procedures. The record will be kept in the volunteer's file for a time period as specified below.

- In the first instance, your immediate supervisor will usually deal with any disciplinary matters. Matters may be referred to the Volunteer Co-ordinator or LGEC Chief Executive as appropriate.

Disciplinary action usually proceeds through a number of stages as outlined below. A serious offence may lead to the process being started at stage two or three.

**Stage 1 - Oral Warning** If conduct or performance is unsatisfactory you will be given a formal spoken warning which will be recorded. This will remain in your volunteer record for 6 months. Plans will be made for improvement in the conduct or performance and a date set for a review of the situation.

**Stage 2 -Written Warning** If the offence is serious or if there is no improvement in standards, or if a further offence occurs, a written warning will be given which will include the reason for the warning and a note that, if there is no improvement or a repeat of the offence a final written warning will be given. A record of the written warning will be put on your personal records, where it will remain for 12 months. Your supervisor or other person dealing with this matter will explain what the volunteer is required to do in order to improve and a date set for a further review.

**Stage 3 - Final Written Warning.** If the offence is very serious or if conduct or performance is still unsatisfactory, a final written warning will be given making it clear that any recurrence of the offence or other serious misconduct will result in dismissal. A further review will be set, in which the LGEC Chief Executive will normally be involved. If progress regarding the volunteer's conduct or behaviour has failed to make satisfactory improvement then the matter will be referred to the chair of the Management Committee to consider dismissal.

**Dismissal.** If there is no satisfactory improvement or if further misconduct occurs, the matter will be referred to the chair of the Management Committee to consider dismissal. You will be informed of the decision in writing.

**Gross Misconduct.** This term refers to misconduct which is so serious that it incurs immediate dismissal. Examples of gross misconduct include: theft; fraud; deliberate damage to LGEC's property; inept or dangerous incapability through indulgence in alcohol or drugs; serious negligence which results in loss, injury, or in damage to property; serious or persistent failure to comply with reasonable requests or instructions from LGEC Management; assault; racial or sexual harassment; bringing the organisation into disrepute.

**Suspension.** While the alleged misconduct is being investigated you may be suspended. Following the investigation a disciplinary meeting will take place between you and at least two representatives of LGEC, one of whom should be your immediate supervisor or the LGEC Chief Executive and one of whom should be the LGEC chair or other appropriate member of the management committee. You will be informed of the outcome of this meeting in writing.

**Right of Appeal.** In all cases of dismissal for matters of unsatisfactory conduct or performance or for matters of gross misconduct, you have the right to appeal. You must give notice in writing of your intention to appeal, stating the grounds for the appeal, within five working days of a dismissal notice being given. Your notification must specify the issues you wish to appeal or contest. Your appeal will be heard by a panel of at least two management committee members, not including any person who took the original decision regarding dismissal. The appeal may confirm, alter or reject the original decision. You may be accompanied to the appeal hearing as outlined above.