

The Snowflake Trust

Operating the Snowflake Night Shelter

VOLUNTEER Grievance and Disciplinary Procedures

1. GRIEVANCE/APPEALS PROCEDURE

a) If you are dissatisfied with any action taken relating to your personal involvement as a volunteer of the Snowflake Night Shelter, or if you have a grievance against The Snowflake Trust in some other respect, you should, in the first instance, raise this with the Project Manager. If the grievance is against the Project Manager, the matter should be raised with the nominated Trustee, via the Chair of Trustees.

b) If this does not resolve the matter, you should then put your complaint in writing to the Chair of Trustees within 28 days, accompanied by any relevant documentation. The Chair of Trustees will make formal acknowledgement of your complaint within seven days, and appoint a committee of at least two Trustees and a Venue Coordinator (other than one whose venue was involved in the incident). They will meet to discuss the situation as soon as possible thereafter. You may be asked to attend such a meeting, in order to present your complaint personally or to clarify certain details of the situation that has arisen. You may be accompanied by a friend if you wish. The outcome of this meeting will normally be communicated to you in writing within seven days.

If, after this process has been completed, you are still gravely dissatisfied with the situation, then it is advisable for you to refer your complaint to the Advisory, Conciliation and Arbitration Service * (ACAS), or to the Citizen's Advice Bureau for further advice.

c) The Trustees are committed to handling any problem that arises within the volunteer relationship as swiftly and equitably as possible, and asks Volunteers to approach their work with us in the same manner.

2. DISCIPLINARY PROCEDURE

If at any time the Trustees have any concerns regarding poor practice or inappropriate behaviour in relation to your volunteering with the Snowflake Night Shelter, then the following steps will be taken.

- a) The Project Manager/Venue Coordinator will in the first instance meet with you within 7 days to discuss the concerns.
- b) If this does not resolve the matter satisfactorily then the concerns will be set out in writing within 14 days of the above meeting. You will then have 28 days to respond to the concerns and will be offered the opportunity to discuss the concerns with two or more of the Board of Trustees, in person.
- c) If at the end of the 28 day period the Project Manager /Venue Coordinator continue to have concerns then you will be asked by the Trustees to cease your work with the Snowflake Night Shelter.

Note

If there is any allegation of safeguarding, then it should be fully understood that there are no circumstances when this would not be reported to the police and the Project Manager will report to the Chair of Snowflake Trustees immediately they are aware of an issue.

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