



<b>POLICY INFORMATION (Policy no VOL004)</b>	
<b>Subject</b>	<b>Managing a Volunteer Grievance Policy</b> <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
<b>Applicable to</b>	All volunteers of Nottinghamshire Hospice
<b>Target Audience</b>	Allocated managers are responsible for ensuring matters of concern raised by individual volunteers are dealt with in accordance with this policy and procedure.
<b>Date issued</b>	July 2024
<b>Next review date</b>	July 2027
<b>Lead responsible for Policy</b>	Director of People Services
<b>Policy reviewed by</b>	Chief Executive Officer / Director of People Services
<b>Notified to (when)</b>	Senior Leadership Team (July 2024)
<b>Authorised by (when)</b>	Senior Leadership Team (July 2024)
<b>CQC Standard if applicable</b>	
<b>Links to other Hospice Policies</b>	Volunteer Policy VOL001
<b>Links to external policies</b>	
<b>Summary</b>	The aim of this policy is to outline an equitable and fair approach to matters of concern from volunteers in order to establish a mutually beneficial outcome for both the volunteer and the organisation.
<b>This policy replaces</b>	Managing a Volunteer Grievance Policy VOL04 (2021-24)

#### **IMPORTANT NOTICE**

Staff should refer to the Hospice website for the most up to date Policy. If the review date has passed it is still valid for 3 months. After that staff should seek advice from their clinical lead or manager.

<b>VERSION CONTROL</b>		
<b>Status</b>	<b>Date</b>	<b>Review date</b>
Original policy written by Executive Assistant and Volunteer Officer	Mar 2014	Mar 2016
Policy reviewed by Volunteer Manager	Mar 2015	Mar 2017
Policy reviewed by Volunteer Development Manager	Jun 2018	Jun 2020
Policy reviewed by Volunteer Services Manager	Jul 2021	Jul 2024
Policy reviewed by CEO/Director People Services	Jul 2024	
Policy notified to Senior Leadership Team	Jul 2024	
Policy ratified by Senior Leadership Team	Jul 2024	Jul 2027
Updated control sheet and published on website	Jan 2019	Jul 2024

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<p><b>1.</b></p>	<p><b>Introduction</b></p> <p>Nottinghamshire Hospice wishes to treat all volunteers in a fair and reasonable manner, whilst enabling managers to manage effectively. All matters of concern raised by a volunteer, including concerns relating to other volunteers or staff should be handled as soon as practically possible and should be resolved as swiftly as possible in accordance with the procedure outlined below.</p>
<p><b>2.</b></p>	<p><b>Procedure and Compliance</b></p> <p><b>Stage - 1 raising a grievance informally</b></p> <p>Most concerns can be resolved quickly and informally through discussion with your allocated manager. We encourage you to communicate openly and honestly with your allocated manager, to work together and informally resolve any issues that you may have in the first instance. If you feel unable to speak to your allocated manager, for example, because the complaint concerns them, then you should speak informally to a more senior manager at the Hospice or a member of the Volunteering Team.</p> <p>If this does not resolve the issue, you should follow the formal procedure below.</p> <p><b>Stage 2 - raising a grievance formally</b></p> <p>If your grievance has not been resolved informally you can raise your concern in writing and submit it to your allocated manager, clearly indicating that it is a formal grievance. Include as much detail as possible about the grievance. If the grievance concerns your allocated manager, you may submit it to a more senior manager or the Volunteering Team.</p> <p>When your formal grievance is received, if it is believed that your complaint should be dealt with under a different volunteer policy or there is an opportunity to resolve the concern informally, then this will be discussed with you by the more senior manager or the Volunteering Team.</p> <p>If not, you will be invited to a meeting with an appropriate manager to discuss your concern. You may bring a Hospice volunteer to the meeting with you for support (but not in the capacity of legal support).</p>

	<p>The purpose of the grievance meeting is to enable you to explain your grievance and how you think it could be resolved and to assist the Hospice to reach a decision based on what is discussed. After the meeting, the relevant manager will write to you (usually within 10 days of the meeting) informing you of the outcome of your grievance and any further action that we intend to take to resolve the matter.</p> <p>If the outcome of the meeting does not resolve the issue and you remain dissatisfied, you may choose to refer the matter in writing to a Director of Nottinghamshire Hospice, usually the Director of People Services. The Director will meet with you and confirm their final decision in writing, usually within 10 days of meeting with you. You may bring a Hospice volunteer to the meeting with you for support (but not in the capacity of legal support).</p> <p>The Director’s decision on the outcome of the matter is final.</p> <p>A record of the grievance and outcome will be kept on the volunteer’s file held by the Volunteer Team and a copy will be given to the volunteer.</p> <p>Timescales within this policy may be amended with the agreement of both parties.</p>
<p><b>3.</b></p>	<p><b>Equality Impact Assessment (EIA)</b></p> <p>An EIA has been completed.</p>