This procedure is not suitable for safeguarding issues or events where the law has been broken.

A Volunteer has a dispute or grievance

No further action needed

No further action needed

Stage 1

Informal oral discussion

Volunteer not happy with outcome

Stage 3

Opportunity to Appeal

Stage 2

Formal written discussion

Problem not resolved

* An appeal should be made within two weeks of the outcome of the Formal Discussion.
* All sections of the investigation should be reviewed.
* The appeal should be heard by an independent group.
* The outcome of the appeal is final and should be confirmed in writing within two weeks.
* A written complaint should be made by the volunteer, which should be acknowledged.
* A formal meeting should take place within two weeks of the issue being escalated to Stage 2.
* A full investigation should take place.
* The minuets & outcomes of the meeting should be confirmed in writing within two weeks.
* The volunteer should be advised of their right to appeal.
* An informal chat should take place within two weeks of the issue being raised.
* The taking place of this discussion should be noted.
* A date should be set to review the actions discussed at this meeting.

Problem resolved

Problem resolved