

## **Volunteer Grievance Policy and Procedure**

### **Policy**

Camara Education Limited ('here on referred to as Camara') recognise that volunteers have the right to raise grievances about any matter related to their volunteering (this could be in relation to another volunteer, a member of the paid staff, or the manner in which they are being treated by Camara). The welfare of its volunteers is of paramount importance to Camara. The grievance procedure is in place to ensure that all volunteers are dealt with in a fair manner.

### **Procedure**

1. If a volunteer has a complaint against a member of staff, another volunteer or the organisation in general they should first discuss this with their Supervisor. The volunteer may be accompanied by a third party at this meeting.
2. If the supervisor is the person whom the complaint is against then the matter should be referred to the Volunteer Coordinator.
3. If the matter is not resolved at this initial meeting the complaint should be made in writing to the Volunteer Coordinator/HR Manager. This will require a special meeting with relevant staff and volunteers. It will be dealt with within fourteen days and treated in a confidential manner.