

DISCIPLINARY PROCEDURE

1. Disciplinary Procedure

- a. Upon an allegation of inappropriate behaviour the Volunteer Co-ordinator of the service involved will carry out an initial investigation to determine the facts and if judged to be minor will take the necessary action to resolve the matter.
- b. If the matter is considered serious a Trustee appointed by the Chairperson shall be notified who will consider the facts and if judged appropriate shall appoint an investigating officer.
- c. The role of the investigating officer is solely to gather the relevant facts from the Volunteer and witnesses, to record them in a form of a report, and agree the report with the Volunteer. The report will then be signed off as a true record by the investigating officer and the Volunteer. On completion the investigating officer will forward the report to the Volunteer Co-ordinator who shall determine what actions are deemed to be appropriate.
- d. If the case is deemed not to be serious a verbal warning may be given, a note will be placed on the Volunteer's file for a period of one year.
- e. If the case is judged to be of a serious nature the Volunteer Co-ordinator may issue a formal written warning or terminate the Volunteer's service with the Charity. In the case of a formal warning a letter will be issued within twenty-eight days and placed on the Volunteer's file for a period of one year.
- f. Termination will be immediate and confirmed in writing within seven days.
- g. NOTE: The Volunteer being investigated may during any part of the process be accompanied by a person of their choosing but that person may not represent them, nor ask or answer questions but may take notes. The Volunteer should forward the name of the person to the investigating officer in advance of interviews being conducted.

2. Appeals

- a. If the Volunteer disagrees with the decision of the Volunteer Co-ordinator the Volunteer has the right to appeal; this must be made in writing to the Chairperson within fourteen days of the decision.
- b. On receipt the Chairperson shall acknowledge receipt and convene a formal appeal hearing panel, the panel consisting of the Chairperson and

two volunteers from the Trustee Board excluding the investigating officer. At the hearing the panel shall review written reports and may ask further questions from the Volunteer.

- c. The Volunteer may be accompanied by a friend or representative but not in a professional capacity. Following the hearing the panel will reach a decision which shall be final, this will be conveyed to the Volunteer verbally and in writing within seven days.

3. Grievance

- a. The same principles shall apply if a volunteer has a grievance, the Volunteer Co-ordinator will endeavour to deal with the matter on an informal basis. If this is not achievable the Volunteer has the right to request a formal hearing, this will be undertaken by a Vice President using if necessary the procedures set out in this chapter.
- b. In the event a Vice President is not available the Chairperson will appoint a member of the Board to carry out the Vice President's role in these procedures.

Reviewed September 2015

FUTURE REVIEW; Tea Bar/Help Desk operational group 2017 and 2 yearly
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