



Dementia-friendly Alton



GRIEVANCE PROCEDURE Volunteer

1. Purpose and scope

Dementia-friendly Alton (DFA) realises the importance of good working relationships. DFA therefore tries to establish an atmosphere in which problems can be discussed and resolved and its aim is to encourage open communication. DFA also believes that it is in everyone's best interest to ensure that volunteer's grievances are dealt with quickly and fairly and that a grievance procedure enables individuals to raise issues that affect them within the group.

2. Policy

DFA will try to resolve, as quickly as possible, any grievance a volunteer may have about his or her role or about actions of any fellow volunteers which may affect them, including harassment. The procedure is non-contractual but applies to all volunteers who should familiarise themselves with its provisions.

3. Procedure

1.1 Stage 1

The volunteer's first step is to raise any grievance with the Lead of DFA who, in most cases, will be best placed to respond to his or her complaint.

1.2 Stage 2

If, however, the matter cannot be satisfactorily resolved he or she should raise the matter, preferably in writing, with a committee member of DFA who will try to agree a satisfactory solution. If the grievance is contested a second committee member should invite the volunteer to a hearing in order to discuss the grievance and will inform the volunteer of his or her statutory right to be accompanied (depending on the nature of the grievance). The Lead of DFA will confirm any decision or proposed action to the volunteer in writing within 10 working days of the hearing or, where no hearing has taken place, within 5 working days of the grievance being raised. If it is not possible to respond within the specified time period, the volunteer will be given an explanation for the delay and told when a response can be expected.

1.3 Interview procedure

At all stages of this procedure, interviews will be held within 3 days of the grievance being raised. A written record of the interview should be agreed between and signed by the interviewer and the volunteer and recorded on his or her personnel file. At all stages of the procedure, the volunteer will have the right to be accompanied by a fellow volunteer of his or her choice.



Dementia-friendly Alton



1.4 No undue delay

At all stages of the procedure matters shall be dealt with by DFA without undue delay.

1.5 Confidentiality

Information relating to any grievance brought by any volunteer shall remain confidential.

1.6 Advice and assistance

In certain circumstances, if it is mutually agreed, external advice and assistance may be sought during the grievance procedure, this will usually be by referring the matter to Chair of Dementia-friendly Hampshire

Dated 1.11.2022 Signed by Karen Murrell, Lead of DFA & Jane Ward, Chair of DFH