



Volunteer/Employee Issue Resolution Policy

1. Our commitment

At KL Community Cupboard, Food Club, Hub and Lunches we want everyone who volunteers or works with us to enjoy their experience, and to feel supported to discuss and resolve any day-to-day queries or issues as they arise.

We also have an expectation regarding the suitability, performance and conduct of everyone who volunteers or works with us to help us meet our objectives. The purpose of this policy is to provide you and your coordinator/line manager with a policy that sets out a process and procedure through which any issues can be aired and addressed, and which will seek to find the most appropriate resolutions.

2. Aims of this policy

- To provide all volunteers/employees with a simple, accessible process to use if they ever have concerns about any aspect of their volunteering role/employment.
- To provide volunteer coordinator and/or line managers with a process to use should they have any concerns about a volunteer/employees's behaviour, conduct, actions or performance.

3. Who this policy applies to

This policy is applicable to all our volunteers, employees (employed and self employed) and their line manager.

4. Principles of the policy

- We want to do all we can to promote a positive volunteering/employee environment and will therefore help you tackle any issues that relate to your volunteering/employment.
- If there are ever any issues with your volunteering role/employment, our volunteer coordinator will, where possible, use informal procedures to address these. However, we recognise that on occasion this might not be possible, and therefore a more formal route to solving the issue might be necessary.
- We will treat the resolution of issues seriously and fairly but it may not always be possible to reach a solution that is to the satisfaction of all the parties involved.
- It is our goal to ensure that our volunteers/employees feel fulfilled and supported throughout their volunteering/employment. However, we will always make decisions that are in the organisation's best interests

(in line with employment law), and we would ask all our volunteers/employees to accept such decisions in the spirit they are made.

- Issues raised by volunteers/employees will be treated with discretion and we will only ever consult with those who are involved and whose views need to be considered.
- Similarly, if we raise an issue with you as a volunteer/employee, this will be done discreetly, and only involve those individuals who it is necessary to involve. In return, we ask that volunteers/employees treat the airing and resolution of issues in a similar discreet and confidential way.
- You must always comply with all policies and terms that are applicable to your volunteering/employment including (but not limited to) our Dignity at Work Policy, Equality, Diversity and Inclusion Policy, and Health & Safety Policy.
- Where you raise an issue about another volunteer (or a paid member of staff), we will usually have to make that individual aware of the complaint and the identity of the person raising it so that a thorough investigation can take place.
- In some circumstances, we may ask you to withdraw from volunteering activities pending the outcome of any investigation. Where an issue is very serious, the volunteering arrangement may be ended with immediate effect. If you are asked to withdraw from volunteering, you must not attempt to enter any KL Community Cupboard, Food Club, Hub or Lunches premises or contact any volunteer or member of staff involved in your complaint.
- You may be accompanied at any formal meeting under this policy by a companion who must be a fellow volunteer. The companion may ask questions but should not answer on your behalf. Accurate records of all issues raised and addressed through the policy shall be kept on file for at least three years.
- We try to resolve all concerns informally where we can, whether they be your own concerns about volunteering/employment, or concerns your manager might have.

5. Issue resolution – raising your concerns

5.1 Raising your concerns informally

Unless the issue is an extremely serious one, you should first raise any concerns with your coordinator/line manager. They will try to resolve the issue informally and agree a solution with you. It may be necessary to agree a review period to ensure that any agreed actions are working well. At the informal stage, your coordinator may keep a file note of any action taken or requests made and share these with you. If your issue is more serious, or you are unhappy with the outcome of an informal conversation, you can use the formal stage of this issue resolution policy instead.

5.2 Raising your concerns formally

If the issue is of a more serious nature, or a minor issue cannot be resolved informally, then you should submit a complaint in writing to your coordinator's/line manager's manager (copying in your manager unless the complaint is about them). The letter must set out clearly what the issue is and you should be prepared to give examples. Your coordinator/line manager's manager will listen to the complaint, either in a pre-arranged telephone call, or by inviting you to a meeting (which can take place virtually if appropriate). If a formal meeting is required, you will be given reasonable notice and will be offered the opportunity to bring a companion. Once the coordinator/line manager's manager has considered the issue fully (which may involve further investigation) you will be informed of the decision in writing. You will also be given the opportunity to appeal any decision (see section 7).

6. Issue resolution – where your manager has concerns

6.1 What is classed as volunteer misconduct

We expect all our volunteers/employees to behave in a manner which is consistent and demonstrative of KL Community Cupboard values and principles. We will make sure all volunteers/employees receive regular, clear and prompt feedback so they are always clear and aware of what we expect. Below are some examples (not an exhaustive list) of the types of actions that may lead to a coordinator/line manager actioning the issue resolution procedure outlined in this policy.

Examples include:

- Unacceptable behaviour towards other volunteers
- Failure to comply with approved policies or procedures
- Bullying or harassment towards other volunteers/staff
- Dishonesty, theft or fraudulent behaviour

6.1 Raising concerns informally

Wherever a coordinator/line manager has concerns (for example your suitability, performance, conduct or behaviour) if appropriate they will try wherever possible to resolve these informally. This should be a balanced and fair process and the aim is to ensure you understand what the issue is and have an opportunity to put across your views. As part of the informal process, the coordinator/line manager should keep a brief note of the conversation which should be sent to you so both parties are clear on the outcome, any actions or improvements required, and any timeframes.

6.2 Raising concerns formally

Where informal action/discussions have not been successful, or if the issue is either more significant or a series of cumulative issues, then a leading committee member will normally be involved (this will usually be the chair or vice chair unless you are informed otherwise).

The committee member overseeing the case will ensure you understand what the issue or complaint is about and confirm in writing that it is being investigated using this formal procedure. If a formal meeting is required, you will be given reasonable notice of that meeting and will be offered the opportunity to bring a companion. The committee member will always warn you in advance if the issue is of such a nature that they may have to consider ending your volunteering arrangement/employment/contract. Once the matter has been fully considered (which may involve further investigation) you will be informed of the decision and outcome in writing. You will also be given the opportunity to request an appeal (see section 7). In certain circumstances, it may be necessary for KL Community Cupboard to make some sort of change to your volunteering arrangement/employment/contract as an outcome. We will always consider a range of options which may include redeploying you into an alternative role. You should be aware that in some circumstances, a formal review may result in ceasing your volunteering arrangement/employment/contract altogether.

7. Appeals

7.1 Requesting a review of a decision

If you wish to request a review of a decision, you must submit your request in writing to the Committee within 14 working days of receiving the outcome letter. Your letter should set out clearly the reasons for requesting the review. The Committee will consider the reasons and may ask you to attend a further meeting. Following investigation, you will be informed of the decision in writing. This decision will be final and is not open to further appeal.

7.2 Managing an appeal process (information for managers)

If an appeal is submitted against a decision a response must be made in writing by the Committee, within 14 working days of receiving the appeal letter. In any circumstances where the initial decision was made by the Chair/Vice chair, the appeal should be reviewed by the remaining committee members. The committee should consider the reasons for appeal set out in the letter and may ask the volunteer/employee to attend a further meeting if necessary. Following this appeal investigation, the decision made will be final.

8. Related policies and further support

- Dignity at Work Policy
- Equality, Diversity and Inclusion Policy