

Insert Logo Here	Subject:  Grievances and Conflict Resolution Policy for Volunteers	No.  Effective Date:	Pages: 1  Date Reissued:
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### PURPOSE

There may be situations when conflicts involving volunteers arise in the work place. This policy provides information regarding **Insert Organization's Name** procedure for addressing grievances and resolving conflicts.

### SCOPE

This policy applies to all **Insert Organization's Name** volunteers.

### POLICY

**Insert Organization's Name** believes in open relationships between volunteers and their supervisors where informal discussion can resolve problems and questions can be answered as they occur. Ideally, it is recommended any issues be resolved via a conversation between a volunteer and their direct supervisor. If problems are not resolved after informal discussions, the volunteer and **Insert Organization's Name** staff will use the following procedure:

### PROCEDURES

1. When a volunteer has a concern or grievance s/he should:
  - a. Present the case in writing to a representative from Volunteer Services; a copy of the complaint will be given to the volunteer's supervisor/manager; Volunteer Services will respond to the volunteer within five (5) work days. A proposed resolution will be offered at that time. The resolution of the complaint will be communicated to the volunteer either orally or in writing.
  - b. If the grievance remains unresolved, the volunteer may request a meeting with the a member of the Volunteer Services staff and the manager of the department for which they volunteer with the intent of reaching resolution. A verbal resolution will be offered to the volunteer within five (5) work days.
  - c. If a the previous steps do not yield an acceptable outcome for the volunteer, s/he has the opportunity to submit a written complaint to the Chief Executive Officer (CEO) or Chief Operations Officer (COO) who will respond, in writing, 30 days from receipt of the letter.
2. When a representative from **Insert Organization's Name** has an issue with a volunteer that has not been resolved via and informal conversation, the process is as follows:
  - a. The volunteer supervisor/manager will request a meeting with the volunteer and a representative from Volunteer Services. At that point, the volunteer will be presented with a copy of this policy and given a verbal warning.
  - b. If this above step does not resolve the issue, Volunteer Services will provide the volunteer with a written warning.
  - c. If the behavior/concern perpetuates, Volunteer Services will, at that time, dismiss the volunteer.
3. The aforementioned procedures are in place to promote a supportive environment for volunteers. However, **Insert Organization's Name** acknowledges that in some instances, a grievance or set of behaviors warrants immediate termination. Therefore, **Insert Organization's Name** does reserve the right to dismiss any volunteer, at any time, for any reason.
4. Copies of communications associated with the grievance process will be saved to the volunteer's file.

**THIS POLICY SUPERSEDES ALL PREVIOUS RELATED POLICIES.**