

## Volunteer Fair Treatment Procedure

Although Freedom Social Projects (FSP) makes every effort to ensure that any experience of volunteering with us is positive and rewarding, we recognise that there are occasions when you may wish to seek redress for a concerns relating to your volunteering activities. In this respect, our policy is to encourage free communication between volunteers, staff and the senior management team.

The purpose of the Volunteer Fair Treatment Procedure is to guarantee that individual questions and problems are communicated and a resolution is found quickly.

### The procedure

In the first instance, you are encouraged to discuss any concerns informally with the other person(s) involved, your supervisor, or the Volunteer Co-ordinator in an attempt to resolve the matter. If the matter cannot be resolved by these means, the following procedure should be considered. You may be accompanied by a colleague at meetings under Sections 3 and 4 below.

1. You should initially raise the matter in writing with your supervisor.
2. In the event that your supervisor is the subject of the grievance, you may initially raise the matter in writing with the Project Manager, stating why you do not wish the grievance to be heard by your supervisor. The Project Manager may, in such circumstances, decide to hear the grievance her/himself or to allocate another appropriate manager to hear your grievance. If the Project Manager is the subject of the grievance, you may initially raise the matter in writing with the supervisor, stating why you do not wish the grievance to be heard by the Project Manager.
3. Your supervisor (or any other manager allocated to hear your grievance) will be responsible for collating the necessary evidence and convening a meeting with you. A decision will be given in writing - if possible, within ten working days of the matter being raised.
4. If your grievance is still not satisfactorily resolved, you may request that the matter be referred to a member of the Trustee Board. Your request, and the grounds of the request, should be notified in writing to the Project Manager within 5 working days of you receiving written confirmation of the decision at the first stage. The Trustee member will arrange to meet you, if possible within ten working days of the date of referral. A decision will be given in writing to you, if possible within five working days of the meeting. This decision will be final.