

# UNIVERSAL CREDIT ESSENTIALS

## UCE Volunteer Resolution Procedure

### Introduction

Universal Credit Essentials aims to create an environment where volunteers feel valued at work. We also recognise that there may be occasions when volunteers have concerns and this resolution procedure enables individual volunteers to raise their concerns more formally. This procedure provides an open and fair way for volunteers to make known their concerns and aims to enable issues to be resolved quickly.

### Informal Discussions

In the first instance, if any volunteer has a concern about their volunteering or a colleague, they should discuss it informally, as soon as possible, with the Volunteer Manager they report to. The Volunteer Manager will take concerns seriously and ensure that everything is done to try and resolve the issue informally. It is hoped the majority of concerns will be resolved at this stage.

### Formal Procedure

#### Stage 1

If a volunteer feels the matter has not been resolved through informal discussions, they should put the complaint in writing to the Volunteer Manager they report to. If the complaint involves the Volunteer Manager they report to, the complaint should be raised with another Volunteer Manager.

A meeting (Virtual) will be held between the volunteer and a Volunteer Manager to respond to the complaint raised. The meeting will give an opportunity for the volunteer to explain their concerns and how they would like them to be addressed. The volunteer can ask for someone else to be part of the meeting to support them.

Following the meeting, the Volunteer Manager will respond in writing within five working days of the meeting. This will outline how the complaint will be addressed.

If the complaint is against another member of staff or volunteer or needs further investigation, the Volunteer Manager will need to carry out further meetings or investigations. If this is the case the five working days response time may be extended. The response will follow this meeting and include a reference to the right of appeal.

## **Stage 2**

If the volunteer feels the issue has still not been resolved satisfactorily, the volunteer must raise the matter, in writing, with another Volunteer Manager. They will invite the volunteer to a meeting where they can discuss the matter and establish how best to resolve the situation. The volunteer can ask for someone else to be part of the meeting to support them.

Following the meeting, the Volunteer Manager will give a written response within five working days of the meeting outlining how the complaint will be responded to. If the complaint is against another member of staff or volunteer, or requires further investigation, the Volunteer Manager will need to carry out further meetings or investigations. In this case, the five working days response time may be extended. The response will follow this meeting and include a reference to the right of appeal.

## **Right of Appeal**

If the volunteer wishes to appeal against any decision, they must appeal, in writing within five working days of the decision being communicated to them from the Volunteer Manager, who will convene a meeting to hear the appeal from the volunteer. The volunteer will have the right to be accompanied to the appeal meeting. The Chair's decision will be final.