**MARLOW FM GRIEVANCE POLICY  
updated 10 February 2021**

**Introduction**

The aim of this procedure is to ensure problems, complaints or concerns raised by Marlow FM volunteers are dealt with in a fair, timely and consistent manner. Any grievance or complaint regarding a volunteering, working conditions, volunteering hours, or treatment by other volunteers or supervisors (including issues of harassment and bullying), or concerns about Health & Safety or any other issue affecting their volunteering, should be raised in line with this procedure. A record of the grievance will be kept in the volunteer’s personnel file. Copies of meeting notes will be provided to the volunteer.

**Informal Procedure**

In the first instance a grievance or complaint should be discussed informally with a member of the Management Team in an endeavour to resolve the matter. The volunteer can request that a written record is made including what was discussed and any proposed action. If the grievance cannot be resolved or settled informally, the matter should be dealt with according to the formal grievance procedure.

**Mediation**

It may be appropriate for the matter to be dealt with by way of mediation, depending on the nature of the grievance. The mediator will discuss the issues raised by your grievance with all of those involved and seek to facilitate a resolution. Mediation will be used only where all parties involved in the grievance agree.

**Conducting the grievance procedure**

Marlow FM recognises that a formal grievance procedure can be a stressful and upsetting experience for all parties involved. Everyone involved in the process is entitled to be treated calmly and with respect. The organisation will not tolerate abusive or insulting behaviour from anyone taking part in or conducting grievance procedures and will treat any such behaviour as misconduct under the disciplinary procedure.

**Standard Formal Procedure**

**Stage 1 – Written Statement**

The aggrieved volunteer must first send a written statement detailing the nature of the alleged grievance to the HR Director unless it is the HR Director who is the subject of the Grievance in which case the written statement should be sent to Managing Director for Marlow FM.

**Stage 2 – Investigation and Decision**

The HR Director (or Managing Director) will send a written acknowledgement of the grievance and invite the volunteer to an initial meeting in order to discuss the issue. This first meeting should be within 10 working days from receipt of the grievance. Either party may be accompanied by an individual of their choice at any meeting. A written note of the initial meeting and any further meetings must be made by the HR Director (or Managing Director) and should be signed by both parties.

Following the initial meeting the HR Director (or Managing Director) will conduct an investigation into the grievance in order to establish the facts. Following this investigation and within 10 working days the HR Director (or Managing Director) shall convene a further meeting with the volunteer in order to discuss the outcome of the investigation and any action that is to be taken.

**Stage 3 - Appeal**

If the volunteer feels that their grievance has not been satisfactorily resolved, they have the right to raise an appeal. The request for an appeal should be submitted to the HR Director (or Managing Director) in writing within 10 working days of the volunteer receiving confirmation of the outcome of the formal grievance procedure.

HR Director (or Managing Director) will arrange a meeting to discuss the appeal within 10 working days. The appeal meeting will be chaired by a member of the Management Team who was not part of the initial decision process and the final decision shall be communicated to the volunteer in writing within 10 working days. Decisions made at this point are final and the grievance procedure is concluded.