

ORKNEY ALCOHOL COUNSELLING & ADVISORY SERVICE COMPLAINTS PROCEDURE (VOLUNTEERS)

Policy

It is recognised that from time to time Volunteers, may wish to seek redress for grievances relating to their employment. In this respect, the Orkney Alcohol Counselling and Advisory Service's policy is to ensure that questions and problems arising during the course of employment can be aired and where possible, resolved quickly, as near to the point of origin as possible and to the satisfaction of all concerned.

Procedure

The following procedure should be adopted where a Volunteer has a grievance arising from his/her employment. It is not intended for use where the matter constitutes an appeal against a disciplinary decision.

Every effort shall be made to resolve the issue at each stage, and until this procedure has been completed and the result known, there shall be no partial or general stoppage of work or other unconstitutional action. Pending the settlement of any dispute, the same conditions that were obtained prior to the dispute shall continue. The Manager/Chairman will be kept advised of progress at each stage in the application of the grievance procedure. At all stages in the procedure Volunteers may be accompanied by an individual of their choice.

Stage One

- All Volunteers are encouraged to raise grievances verbally or in writing with his/her supervisor.
- All reasonable steps must be taken to reach a mutually satisfactory resolution of the Volunteer's concerns.
- Should the Volunteer's grievance concern his/her immediate superior the grievance should be raised in writing/verbally with the Manager.
- In the event that the grievance concerns the Manager, it should be raised in writing/verbally with the Chairman.
- Should the complaint be considered too personal to discuss with the Volunteer's immediate superior, the matter may be referred to the Manager (or Chairman if it concerns the Manager).

Stage Two

- Where there is no agreement the matter may be referred to a meeting of the relevant parties, the Manager/Chairman and Supervisor.
- The Manager/Chairman will investigate the grievance using whatever means are appropriate.
- A decision will be given within 5 days of referral.
- The Volunteer must be advised of the right of appeal.

Appeal

- If the matter remains unsettled, and at the discretion of the Manager/Chairman, it may be referred to the Board of Management of the Alcohol Advisory and Counselling Service.
- A decision will be given in writing within 14 days of the matter being referred to this stage of procedure.
- This decision is final.

Adopted by the Board of Management on March 19th 2003

Amended on September 9th 2004