



## Volunteer Grievance Policy & Procedure

### Policy

*Living with Aphasia* recognises that volunteers have the right to raise grievances about any matter related to their volunteering (this could be in relation to another volunteer, or the manner in which they are being treated by the charity).

The welfare of its volunteers is of paramount importance to *Living with Aphasia*. The grievance procedure is in place to ensure that all volunteers are dealt with in a fair manner.

### Procedure

1. If a volunteer has a complaint against another volunteer or the organisation in general, they should first discuss this with a senior member of the Living with Aphasia team (usually a trustee), one or more of whom will be present during all activities. The volunteer may be accompanied by a colleague at this meeting.
2. If the senior member of the team is the person who the complaint is against, then the matter should be referred to another senior person from the board of trustees.

If the matter is not resolved at this initial meeting the complaint should be made in writing to the board of trustees. This will require a special meeting of the trustees. It will be dealt with within fourteen days and treated in a confidential manner.