

Taverham Village Hall Committee

EMPLOYEE AND VOLUNTEER GRIEVANCE AND DISCIPLINARY

POLICY AND PROCEDURES

The Taverham Village Hall Committee is committed to providing a quality service and working environment in an open and accountable way that builds trust and respect. One of the ways we can continue to improve our service is by listening and responding positively to the views and complaints raised by our employees and volunteers, and by putting any mistake right.

Grievance and Complaints.

If you have a grievance, feel unhappy or uncomfortable with your employment or volunteering, please discuss this with the Secretary of Taverham Village Hall Committee. Issues discussed may have to be raised with other staff or volunteers and confidentiality cannot be guaranteed, please discuss with the Secretary if you require guidance regarding this.

The Grievance Procedure enables employees/volunteers to make complaints against other members of staff or volunteers or about working conditions. If you have a grievance you would like to raise in confidence, please notify the Secretary of this as ordinarily confidentiality cannot be offered as issues may need to be raised with other members of staff/volunteers.

If you have a grievance against the Secretary and are not able to raise it with him/her, please contact the Vice Chair, Taverham Village Hall Committee.

We aim to resolve grievances informally, through liaison with the Secretary.

However, if you feel that your complaint has not been resolved or adequately addressed, then please write or email the Chair of the Taverham Village Hall Committee, who should make the final decision within two weeks of this written request.

Disciplinary Procedure.

The disciplinary procedure enables the Secretary (or other member of staff) to raise serious complaints about employees or volunteers. It is the aim that matters of minor misconduct can be resolved through supervision and

discussion with the Secretary, the disciplinary procedure would only be used where this informal discussion process has not resolved the matter.

The disciplinary procedure is as follows

- The complainant should first discuss the complaint with the employer/volunteer and the Secretary and confirm that it is a disciplinary issue.
- The employee/volunteer and the Secretary will review the complaint within two weeks. If progress has been satisfactory there will be no further action.
- If the complaint is upheld, or insufficient progress has been made, then the complaint will be put in writing, detailing what steps need to be taken. The employee/volunteer can choose to respond in writing, or email via the Secretary.
- Progress will be reviewed after two weeks at a meeting with the Secretary and Vice Chair. The employee/volunteer is entitled to bring another person. At this point the employee/volunteer will be asked to leave Taverham Village Hall.
- The employee/volunteer can appeal in writing or email to the Chair of the Taverham Village Hall Committee, within two weeks of leaving. The Chair should make his/her decision within two weeks of being contacted. The decision of the Chair is final.
- In cases of **Gross Misconduct** (defined not exclusively as theft, racial and sexual harassment, physical assault, serious breach of confidentiality, deliberate vandalism) the employee/volunteer will be suspended and asked to leave the premises immediately. The police will be informed if it is a criminal matter. The employee/volunteer will be informed of the date of a meeting with the Chair and Secretary to hear the allegations. The employee/volunteer is entitled to bring a representative. The decision made at this meeting will be final.