

# Problem Solving Policy

This policy outlines the disciplinary process for volunteers within the station and also what volunteers should do if they wish to complain if they have been unfairly treated or if they have an issue or a cause for concern within the organisation.

This policy is to ensure that volunteers are treated fairly and are not discriminated against.

Please note that volunteers are not covered by employment legislation. Black Country Radio chooses to have a Problem Solving Policy as a matter of good practice and to treat all volunteers fairly and with dignity and respect.

Where a complaint is made against a volunteer, the volunteer may be suspended from volunteering activities during the period(s) of investigation. For complaints deemed to be gross misconduct, the Board may go directly to stage 3 and the volunteer may be removed from the station.

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## 1. Complaint about a Volunteer

This part of the problem solving procedure gives the volunteer the opportunity to be told why a complaint has arisen, the opportunity to state their case and their chance to appeal.

### **Stage 1 – Informal Meeting (recorded)**

The first step is to discuss the complaint with the volunteer and identify any changes, goals, training or support that will help the volunteer to fulfil their role.

A meeting will be arranged to discuss the issues with the volunteer between the volunteer and the line manager concerned. The volunteer can be accompanied by a nominated person of their choice. The line manager may choose to include another member of the management team as a support if they wish. The volunteer must be advised who is an attendance.

**This meeting should be held within 14 days of the complaint arising.**

This meeting and outcomes will be recorded and held on the volunteer's personal record file for reference and the **whole process of stage 1 should not take longer than 28 days.**

If the issue cannot be resolved at this stage, or there are new complaints raised concerning the volunteer then the process will proceed to stage 2.

## **Stage 2 – Formal Meeting (recorded)**

If the issue hasn't been resolved by the formal meeting, or another complaint is raised concerning the volunteer then the Volunteer Manager, on behalf of the Board, will issue the volunteer with a written warning outlining the reason for the complaint.

The volunteer will be given the opportunity to state their case, which should be made via the Volunteer Manager. A meeting will be arranged with the Volunteer Manager and appropriate member of the management team or board which will be recorded in writing and held on the volunteer's personal record file for reference.

The Volunteer Manager is there to ensure the process is followed correctly. The volunteer must be informed who is at the meeting.

The volunteer can be accompanied by a person of their choice. Depending on the nature of the complaint, further objectives can be set and help offered. **The whole stage 2 process should not take longer than 6 weeks.**

The volunteer will be informed, in writing, the outcome of the Stage 2 process.

If the volunteer is asked to leave the organisation, then volunteer has a right to opportunity to appeal.

## **Stage 3 - Board Decision**

If the volunteer is not satisfied with the outcome, then they can appeal to the Board. This should be done in writing to the Volunteering Manager informing that they wish to appeal against the decision within 14 days of the outcome of the stage 2 process.

A member of the Board (not involved in the initial process), plus another member of the board or management team will review the decision. A third party organisation (such as Dudley CVS) may be involved for impartial advice.

**The Board will respond within 14 days of the meeting in writing and their decision is final.**

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## **2. Volunteer Making a Complaint.**

This policy outlines what volunteers should do if they wish to complain if they have been unfairly treated or if they have an issue or a cause for concern within the organisation.

This policy is to ensure that volunteers are treated fairly and are not discriminated against.

### **Stage 1 - Informal Meeting (recorded)**

Initial complaints, whether against the organisation or another volunteer, should be discussed with the CEO, volunteer's line manager in consultation with the Volunteer Manager.

A meeting will be arranged to discuss the the complaint with the volunteer, to which the volunteer can be accompanied by a nominated person of their choice.

**This meeting should be held within 14 days of the complaint. This meeting will be held with the Volunteer Manager and line manager/board member.**

This meeting and outcomes will be recorded and held on the volunteer's personal record file for reference and the **whole stage 1 process should not take longer than 28 days.**

If the issue cannot be resolved at this stage then the volunteer should proceed to stage 2.

### **Stage 2 - Formal Meeting (recorded)**

If the volunteer is not satisfied with the outcome of the oral complaint, they should make a formal complaint **in writing** to the Volunteer Manager.

**Any complaint at stage 2 should be made within 14 days of the original oral complaint**, or if the issue or cause for concern has not been rectified.

Investigation will be undertaken by the Volunteer Manager and an appropriate member of the management team / line manager or Board. Appropriate investigations will be undertaken and a formal meeting, to which the volunteer concerned can be accompanied by a nominated person of their choice.

The Volunteer Manager and the management team / line manager or Board will advise the Board of outcomes and the volunteer will be informed of outcomes in writing.

Outcomes will be held on the volunteer's personal record file for reference and the **whole process should not take longer than 6 weeks from start to finish of stage 2.**

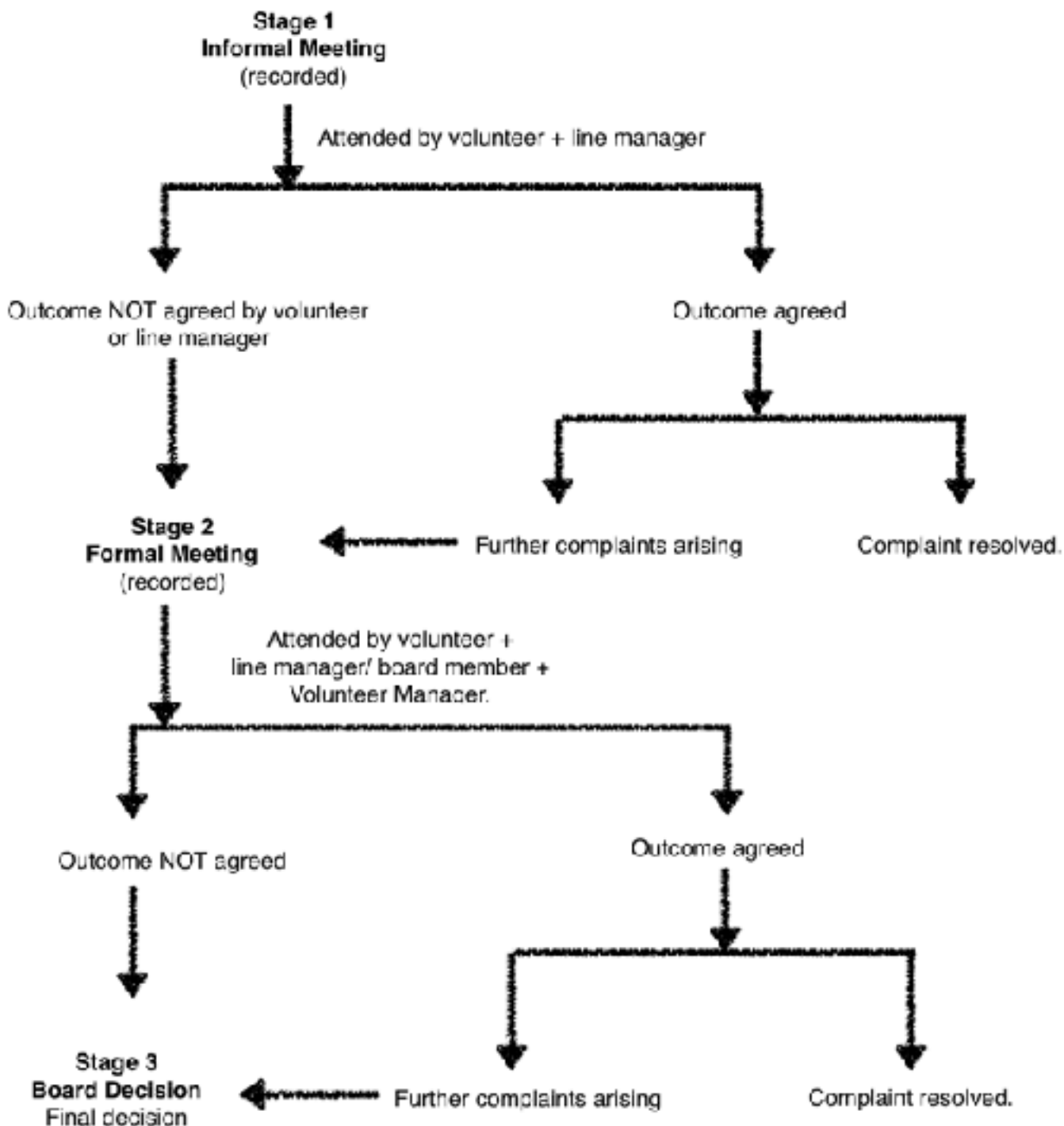
### **Stage 3 - Board Decision**

If the volunteer is not satisfied with the outcome, then they can appeal to the Board. This should be done in writing to the Volunteering Manager informing that they wish to appeal against the decision.

A member of the Board (not involved in the initial process), plus another member of the board or management team will review the decision. A third party organisation (such as Dudley CVS) may be involved for impartial advice.

**The Board will respond within 14 days of the meeting in writing and their decision is final.**

## Flowchart of Procedure



Please note that advice may be gained from an external organisation, such as Dudley CVS, if appropriate, at any stage of the process.