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## **Grievance Policy and Procedure**

Foresight endeavours to ensure all volunteers are provided with a comfortable, welcoming environment. However, from time to time individuals may experience situations and circumstances which give rise to unhappiness or discomfort. Foresight wishes to assist all in resolving any such issue.

### **Informal Procedure**

Every effort should be made by the volunteer co-ordinator and the individual involved resolving difficulties through the informal stage. However should the individual feel that the informal procedure is inappropriate, formal action may be invoked immediately.

If any member of Foresight has a grievance against any other member him/her should first of all endeavour to resolve the matter by direct approach to the other member. If possible his/her should make it clear to the person causing the offence that their behaviour/actions are unacceptable and should stop.

It is advisable for the individual to keep a note of the details of any relevant incident which distressed her/him and details of any request made to cease the behaviour/action.

### **Formal Procedure**

The situation may arise when an aggrieved individual has endeavoured to reach a resolution informally, but remains dissatisfied. Alternatively, the complainant may feel that his/her grievance is incapable of resolution informally and that it therefore warrants consideration immediately under the formal stage.

A formal hearing will be arranged by the volunteer co-ordinator between all parties and will take place ideally no later than two weeks following receipt of the response to the complaint.

All parties will be required to attend and in the event that an individual refuses to attend without good reason, the issue may be dealt with in their absence. However, in exceptional circumstances, due to the highly sensitive nature of the grievance, the complainant may submit a request to the Volunteer Co-ordinator, at least three days in advance of the hearing, that the person complained against shall be excluded whenever the complaint is required to present. Whether such a request is granted is at the discretion of the Volunteer Co-ordinator, taking into account all the circumstances of the case.

*This information is also available in other formats, languages and picture format upon request.*