

## Volunteer Discipline and Complaints Procedure

### 1 Statement

- 1.1 Trinity Money Advice Leicester (“TMAL”) aims to provide a high, professional standard of service for all its users. If it fails to do this, TMAL needs not only to deal with the specific problem, but also to put measures in place to minimise the risk of it happening again.
- 1.2 This procedure outlines the process for dealing with complaints made against volunteers regarding unsatisfactory service or inappropriate behaviour.
- 1.3 The procedure for a volunteer wishing to make a formal complaint against TMAL or another volunteer is outlined at paragraph 7.

### 2 Automatic dismissal

- 2.1 A volunteer will automatically be asked to leave if, after investigation, he or she is found to have committed:
  - theft of property belonging to the organisation, another volunteer, member of staff or service user;
  - acts of violence towards another volunteer, member of staff or service user, or
  - malicious damage to property belonging to the organisation, volunteers, staff or service users.
- 2.2 Criminal proceedings may also be brought against a volunteer by the injured party in these cases.
- 2.3 The steps outlined below will be taken in instances including, but not restricted to, the following:
  - deliberate falsification of expenses claims;
  - breach of the organisation’s policies and procedures, especially those concerning confidentiality and health and safety;
  - criminal convictions which affect the volunteer’s suitability for a role;
  - the provision of false information or failure to disclose information relevant to their suitability for a role;
  - poor performance;
  - poor attendance, and
  - inappropriate behaviour, including sexual or racial harassment.

### 3 Investigation

TMAL is committed to investigating thoroughly all concerns, complaints and allegations about volunteers and their work. In the event of a complaint, the TMAL Manager will:



- consider all concerns raised, complaints and allegations made through the appropriate channels i.e. the organisation's complaints policy or concerns raised in management and supervision meetings.
- only in exceptional circumstances, investigate complaints made anonymously;
- identify the facts of the matter, through discussion with the volunteer and other relevant parties, to determine whether there is any cause to continue with the steps outlined below;
- if it is found that there is cause to continue with the steps outlined below, the TMAL Manager will assess the seriousness of the case and decide upon the next steps, and
- the TMAL Manager will inform the volunteer of the decision taken and of the next steps.

## 4 Exploring Alternatives

When dealing with work which is below standard, inappropriate conduct or a complaint made against a volunteer, the TMAL Manager will first look at alternatives to asking a volunteer to leave the organisation. These may include the options outlined below.

### 4.1 Supervision and support

The TMAL Manager will review the support and supervision of the volunteer to ensure that:

- the volunteer understands how they should fulfil their role
- the volunteer understands what is appropriate and inappropriate behaviour
- the volunteer has all the information they need to perform their duties to the required standards
- any problems identified can be resolved.

### 4.2 New role

The TMAL Manager will assess the volunteer's role in relation to the volunteer's strengths, needs and motivations and, if necessary, assign the volunteer to a new, more suitable role.

### 4.3 Training

The TMAL Manager will assess the knowledge and skills required for their role and will arrange further training to address any gaps in knowledge.

## 5 Retirement

The TMAL Manager will assess the volunteer's ability to continue volunteering with the organisation, looking at the physical and mental requirements of the role as well as health and safety issues. In agreement with the volunteer, the TMAL Manager will explore whether there are alternative possibilities such as working from home in a different role. If this is not possible, the TMAL Manager may ask a volunteer to retire from their work with the organisation.



## 6 Dismissal procedure

- 6.1 Where none of the above alternatives are suitable in the circumstances or are unsuccessful, the TMAL Manager will proceed with the following steps.

### Initial warning

The TMAL Manager may give the volunteer an informal warning to improve performance or conduct. The warning will be noted in the volunteer's personal file. The volunteer's performance or conduct will be reviewed in a supervision session to be held not more than one month after the initial warning is given.

### Second warning

If, following the review outlined above, the volunteer's performance or conduct is still found to be below standard, the TMAL Manager will give a second warning. This will be noted in the volunteer's personal file. The TMAL Manager will ask the volunteer to commit to set, measurable targets in order to help them to improve their performance or behaviour. These will be reviewed in a supervision session to be held no more than one month after the second warning is given.

### Final warning

If, following the review outlined above, the volunteer's performance or conduct is found to be below standard, the TMAL Manager will give a final warning. This will be noted in the volunteer's personal file. The TMAL Manager will set measurable targets in order to monitor the volunteer's progress. These will be reviewed in a supervision session to be held no more than one month after the final warning is given. If no improvement is found to have been made at the time of the review, the volunteer may be asked to leave the organisation.

- 6.2 The TMAL Manager will convey the decision to ask the volunteer to leave the organisation by holding a private meeting with the volunteer. The meeting will be followed up with a letter re-iterating the decision and providing information on any arrangements for leaving. The TMAL Manager will inform the organisation's staff and volunteers of the decision.

## 7 Complaints

If a volunteer has a complaint about another volunteer or against TMAL that they feel cannot be resolved informally then they should write to: **XXXX** whereupon the Complaint will be investigated formally to include a meeting with the parties involved and a subsequent written response will be issued.

