



Complaints, Grievance and Disciplinary Policy & Procedure for Volunteers, Staff and Service Users

1. Introduction and Equal Opportunities Statement

This procedure provides volunteers and service users with a means by which to lodge a grievance or complaint if informal discussions have failed to resolve the issue(s) or where volunteers or service users do not believe that the matter can be dealt with informally.

Skiggle has a commitment to equality of opportunity. Under no circumstances shall any volunteer, service user or visitor be discriminated against on the grounds of sex, race, religion, language, sexual orientation, physical or mental disability, age, marital status and/or any other grounds that are beyond personal control.

Skiggle will not tolerate discrimination or prejudice of any kind. We also resolve to create a positive and welcoming atmosphere for all our volunteers, members of staff, service users and visitors. We are committed to an equal opportunities policy that ensures that no volunteer, service user or visitor will be treated less favourably, except on grounds of competence.

2. Grievance / Complaints Procedure

If an individual has a grievance or complaint concerning any area of their working, volunteering or use of Skiggle's services there is a formal means by which to resolve problem.

2.1 Reporting a Grievance or Complaint Verbally

Grievances or complaints should be reported to the Founder. Staff, including volunteers and service users can, if necessary report the issue directly to their Line Manager if the issue concerns the Founder. On the nature and seriousness of the issue, the Line Manager may ask the staff member, volunteer or service users to put the complaint in writing.

2.2 Reporting a Grievance or Complaint in Writing

When reporting a grievance in writing, staff, including volunteers or the service user(s) should include all details relevant to their complaint. They should mention names, dates and locations and a description of events that have occurred that have led to the complaint being made.



2.3 Responding to a Grievance or Complaint

The Line Manager will review the complaint and will investigate the matter fully. The staff member, volunteer or service user should receive a response within one week of the initial complaint being submitted detailing what investigative action is to be taken.

The Line Manager may wish to meet with the staff member/volunteer or service user and any other individual who may be reported to be involved in the issue. The Line Manager will in most cases recruit other officers (likely from the board of Trustees) of Skiggle to assist with the investigations. A minimum of two individuals will be required to make a fair decision and shall therefore form a Grievance and Disciplinary Panel.

Once all the facts have been investigated, a decision will be made and appropriate action (if necessary) will be taken. In most cases, a decision will be made within 2 weeks of the initial complaint being submitted.

The Line Manager may in some cases elect to suspend individuals from paid, or voluntary work while the matter is being investigated. Staff, including volunteers will be notified of this in writing.

2.4 Grievances Concerning an External Body or Individual

If a staff member, including volunteer or service user wishes to make a complaint which concerns an individual or group from an external organisation the Line Manager will firstly gather as much information as possible from within the external organisation. They will then follow the procedure as set out in the partnership agreement with the external organisation. In most cases this will require a report being submitted to the highest relevant authority within the external organisation.

The Line Manager will then liaise with the organisation to reach a decision about how to address the issue. Depending on the seriousness of the issue, steps may be taken to suspend work with that organisation or individual until the issue has been resolved.

If an external organisation or individual wishes to make a complaint concerning a staff member, inclusive of a volunteer, then they should follow the above reporting procedure but should contact the Line Manager.

2.5 Grievances concerning a Line Manager or Skiggle volunteers

The staff member/volunteer or Service User should follow the above policy however in these cases the role of Line Manager will be carried out by the Skiggle founder.



2.6 Grievances Concerning a Service User

From time to time, the actions of a Service User may cause unnecessary harm or upset to another service user. All incidents of this matter must be reported to the Founder and the matter will be discussed. The Founder will discuss the issue with the service users involved and will address the issue with the service user or in the case of a child, their parents.

Skiggle is under no obligation to provide services to any one member of the general public and may if necessary, decide to withdraw the offer of the service at any time.

3. Disciplinary Procedure for Staff, including Volunteers

Depending on the decision made by the Grievance and Disciplinary panel, staff, including volunteers involved may need to receive disciplinary action.

Volunteers would be disciplined as follows and in this order

Verbal Warning

The staff, including volunteers, will in most cases, in the first instance receive a verbal warning. They will receive written notification of this warning and a copy of the letter will be placed in their file. The record will remain in their file for one year from its issue or until the staff member/volunteer terminates their volunteering agreement

First Written Warning

If the issue remains or if a new issue arises, the staffs including volunteers, will in most cases, or depending on the severity of the issue, receive a written warning. A copy of this written warning will be placed in their file. The record will remain in their file for one year from its issue or until the staff member/volunteer terminates their volunteering agreement

Final Written Warning

The staff, including volunteers will in most cases, in the third instance, or depending on the severity of the issue, receive a final written warning. A copy of this written warning will be placed in their file. The record will remain in their file for one year from its issue or until the staff member/volunteer terminates their volunteering agreement.



Paid/Volunteering Work will be Terminated

Finally, if a staff member, inclusive of volunteers is disciplined for a fourth time, or the nature of the issue for which they are being disciplined is very serious, their paid work and/or volunteering agreement will be terminated and they will be asked to leave their role

Depending on the severity or seriousness of the issue, the Grievance and Disciplinary panel may decide to move straight to the Written Warning, Final Written Warning or terminate the paid/volunteering work.

4. Appealing against a Grievance / Complaint or Disciplinary Decision

4.1 Appealing Against a Grievance or Complaint Decision

If the staff, inclusive of volunteer or Service User disagrees with the decision made by the panel, they may appeal the decision. Any intention to appeal a decision must be made in writing within two weeks of notification of the decision. The staff, inclusive of volunteer or Service User should appeal in writing detailing their reasons for appealing the decision and include any new information they may have regarding their complaint. A new panel will then be formed and will meet within two weeks of the appeal and will make a decision based on the same evidence and reports used to make the first decision. The staff member, inclusive of volunteer or Service User will be notified as soon as a decision has been reached.

4.2 Appealing against a Disciplinary Decision for staff and volunteers

If the staff member, inclusive of volunteers disagrees with the disciplinary decision made by the panel, they may appeal the decision. Any intention to appeal a decision must be made in writing within two weeks of notification of the decision. The staff member/volunteer should appeal in writing detailing their reasons for appealing the decision. The panel will then meet again within two weeks of the appeal and will make a decision. The staff member/volunteer will be notified as soon as a decision has been reached.

5. Reviewing the Policy and Procedure

This policy will be reviewed every three years and will next be reviewed in May 2023.