



A RAILWAY OWNED BY THE COMMUNITY FOR THE COMMUNITY

A Community Benefit Society (No 8486)

AVCR GRIEVANCE PROCEDURE

It is AVCR policy to ensure that any Board Member, Associate Board Member, Ordinary Member or Volunteer/Employee with a grievance has access to a procedure, which can lead to a speedy resolution of the grievance in a fair manner.

Most routine complaints and grievances are best resolved informally in discussion with a Board Member or Chair of the Board.

Where the grievance cannot be resolved informally it will be dealt with under the following procedure.

GRIEVANCE PROCEDURE

Step 1: You give us a written statement of your grievance

You must put your grievance in a written statement with supporting evidence, if applicable and send it to the Secretary of the Board at avcrsecretary@gmail.com. If the Board requires additional information, you must supply this within 30 days of the request. Where the grievance is against this individual, the matter should be raised with the Chair of the Board.

It's worth noting that Aberdeenshire Voluntary Action (AVA) provides a free Mediation service to its Members and AVCR is a member and therefore qualifies for this.

A mediator can sometimes help resolve grievances before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.

If both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced.

Step 2: Meeting is held and we inform you of the outcome

We will then invite you to attend a meeting to discuss the grievance. The meeting will only take place once you have informed us of the basis for the grievance you have set out in your written statement, and we have had a reasonable opportunity to consider what response to make. You must take all reasonable steps to attend the meeting.

As soon as possible after the meeting we will inform you of the decision taken in response to the grievance and notify you of your right to appeal if you are not satisfied with it.

Step 3: Appeal if necessary

If you then wish to appeal, you must inform us in writing and we will invite you to an appeal hearing. You must take all reasonable steps to attend. If reasonably practicable, an alternative Board Member who has not been involved in the grievance procedure so far will deal with the appeal.

As soon as possible after the hearing, we will inform you of our decision, which will be final.

RAISING GRIEVANCES AFTER YOU HAVE LEFT AVCR

If you wish to raise a grievance after you have left AVCR, you must follow a two-step procedure.

Step 1: You give us a written statement of your grievance

You must put your grievance in a written statement and send it to the Secretary of the Board at avcrsecretary@gmail.com.

Step 2: We give you a written response

We will write back to you giving our response to the points you have raised.

GENERAL PRINCIPLES APPLICABLE TO THE PROCEDURES

- You have the right to be accompanied to the hearing by a co-worker or friend.
- We shall endeavour to complete each step in the procedure without unreasonable delay and arrange meetings at reasonable times and locations.
- Meetings will be conducted in a way that allows both parties to explain their case.
- Records will be kept detailing the nature of the grievance raised, our response, any action taken and the reasons for it. These records will be kept confidential.
- Where your complaint, grievance or appeal is against the Chairperson, another Board Member will be appointed to act on behalf of the Board.

MONITORING & EVALUATION

AVCR will systematically monitor and evaluate its use of volunteers with reference to this Grievance Procedure. This Procedure will be reviewed annually.