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 with a grievance has access to this 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: Provide a written statement of your grievance

Any grievance should be submitted in a written statement with supporting evidence, if applicable, and sent it to the Secretary of the Board at avcrsecretary@gmail.com. If the Board requires additional information, this must be supplied within 30 days of the request. Where the grievance is against the Secretary, the matter should be raised with the Chair of the Board.

It is worth noting that Aberdeenshire Voluntary Action (AVA) provides a free Mediation service to its Members and, as a member, AVCR qualifies to use this service.

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 and Outcome

An invitation to a meeting to discuss the grievance will be issued. The meeting can only take place once AVCR has received a written statement of the grievance and AVCR have had a reasonable opportunity to consider the allegations. All reasonable steps should be taken to attend the meeting.

The outcome from the meeting will be notified to those involved as soon as possible in response to the grievance. There is the right to appeal this decision.

Step 3: Appeal

Appeals must be submitted in writing and AVCR will send an invitation to an appeal hearing. All reasonable steps should be made to attend the hearing. If reasonably practicable, an alternative Board Member who has not been involved in the grievance procedure so far will deal with the appeal.

The outcome from the appeal hearing will be notified to those involved as soon as possible after the hearing, which will be final.

RAISING GRIEVANCES AFTER LEAVING AVCR

Any grievance after volunteers have left AVCR must follow a two-step procedure.

Step 1: Provide a written statement of the grievance

Any grievance should be submitted in a written statement with supporting evidence, if applicable, and sent it to the Secretary of the Board at avcrsecretary@gmail.com.

Step 2: Written response

AVCR will provide a written response to the points raised. An appeal hearing can be called if necessary.

GENERAL PRINCIPLES APPLICABLE TO THE PROCEDURES

- Volunteers have the right to be accompanied to any meeting/hearing by a co-worker or friend.
- AVCR 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, AVCR response, any action taken and the reasons for it. These records will be kept confidential.
- Where a 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.