

## 7.05 Volunteer Grievance Policy and Procedure

**Authority:** Chief Executive Officer

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### VERSION CONTROL

Date	Version	Author	Comments
June 2015	V1	Unknown	
October 23	V2	Alex King	

### POLICY

Council on the Ageing Victoria (COTA) and Seniors Rights Victoria (SRV) aim to have a clearly defined, confidential and effective grievance resolution process that is understood and used by staff and volunteers, the result of which develops and maintains a harmonious environment throughout the organisation.

The grievance process must ensure that:

- every staff member and volunteer has equal access to the process
- it is fair, prompt and responsive to individual needs
- the grievance is resolved with minimal stress to all concerned
- confidentiality is maintained
- the emphasis be on problem solving and avoiding blame and judgement
- alternative solutions are considered

### PROCEDURE

The following is a guide only for a resolution of grievances. By agreement of all directly concerned parties, one or more of these steps may be detoured if circumstances warrant and a satisfactory outcome is more likely to be achieved.

1. The volunteer that feels aggrieved should record all appropriate documents or discussions. The volunteer is required to re-assess these records in a calm, pro-active manner in order to assess whether there is an issue. This process can be completed in conjugation with an impartial colleague, outside of the immediate work area, who is

trusted, conservative, supportive, non-judgemental and confidential.

2. The volunteer should approach the other party or parties, discuss the grievance and attempt to resolve.
3. If unresolved, the volunteer should next approach the Volunteer Coordinator with a clear explanation of the exact nature of the grievance and any records previously held. A meeting between the two parties and the Volunteer Coordinator present should involve the following:
  - the nature of the grievance
  - the parties listening attentively and respecting one another
  - a commitment to work through the problem
  - an agreement about the nature of the problem
  - a course of action, with a specified timeframe
  - an agreed resolution
4. If the two parties are unable to reach a resolution of the grievance and/or an appropriate course of action, the Volunteer Coordinator will inform the Manager. Both parties will then meet with the Manager where the discussion meeting is repeated.
5. Should the grievance remain unresolved, the discussion meeting will be repeated with the Chief Executive Officer.
6. If the grievance remains unresolved, the Chief Executive Officer will raise the matter with the President and the Executive Committee for review and determination. If the Chief Executive Officer and the Executive Committee believes a matter of principle is involved, it may choose to refer the matter to the Board.

### **Grievance with the Volunteer Co-ordinator, Manager or Chief Executive Officer**

- **With the Volunteer Coordinator**

For grievances with the Volunteer Coordinator, the Volunteer Coordinator should escalate to the Manager if a resolution is unable to be reached through a discussion meeting.

- **With the Manager**

For grievances with a Manager, the Manager should escalate to the Chief Executive Officer if a resolution is unable to be reached through a discussion meeting.

- **With the Chief Executive Officer**

For grievances with the Chief Executive Officer, the CEO should escalate to the President and Executive Committee if a resolution is unable to be reached through a discussion meeting.

### **REVIEW AND AMENDMENT**

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This policy and procedure will be reviewed every two years to ensure it remains compliant and relevant, alongside the Volunteer Framework. This policy may be amended at the

discretion of the CEO in consultation with the Education and Engagement Manager and Management Team.

#### ***RELEVANT DOCUMENTS & FORMS***

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- Volunteer Framework
- Volunteer Handbook
- [COTA Code of Conduct](#)