



## Endometriosis UK Complaints, Grievance and Disciplinary Policy & Procedure for Volunteers, Staff, Service Users and General Public

### 1. Introduction

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

Endometriosis UK 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, staff 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 Endometriosis UK there is a formal means by which to resolve a problem.

#### 2.1 Reporting a Grievance or Complaint Verbally

Grievances or complaints should firstly be reported to the Manager within which area the complaint stems. Volunteers, service users and members of the public can, if necessary, report the issue directly to a different manager if the issue concerns the manager, if the manager is unavailable or if it is otherwise inappropriate. Depending on the nature and seriousness of the issue, the manager may ask the complainant to put the complaint in writing.

#### 2.2 Reporting a Grievance or Complaint in Writing

When reporting a grievance in writing, the complainant 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 manager will review the complaint and will investigate the matter fully. The complainant should receive a response within two weeks of the initial complaint being submitted detailing what investigative action is to be taken.

The manager may wish to meet with the complainant and any other individual who may be reported to be involved in the issue. **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 4 weeks of the initial complaint being submitted.

The Support Network Manager may in some cases elect to suspend individuals from voluntary work while any matter is being investigated. Volunteers will be notified of this in writing.

#### 2.4 Appealing against a Grievance / Complaint or Disciplinary Decision

If a complainant 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 complainant 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 four weeks of the appeal and will make a decision based on the same evidence and reports used to make the first decision. The complainant will be notified as soon as a decision has been reached.

## 2.5 Grievances concerning the CEO

The complainant should follow the above policy however in these cases the role of manager will be carried out by two trustees. Should the decision be appealed, the Chair of Trustees and Treasurer will review the appeal.

## 2.6 Grievances Concerning a Service User

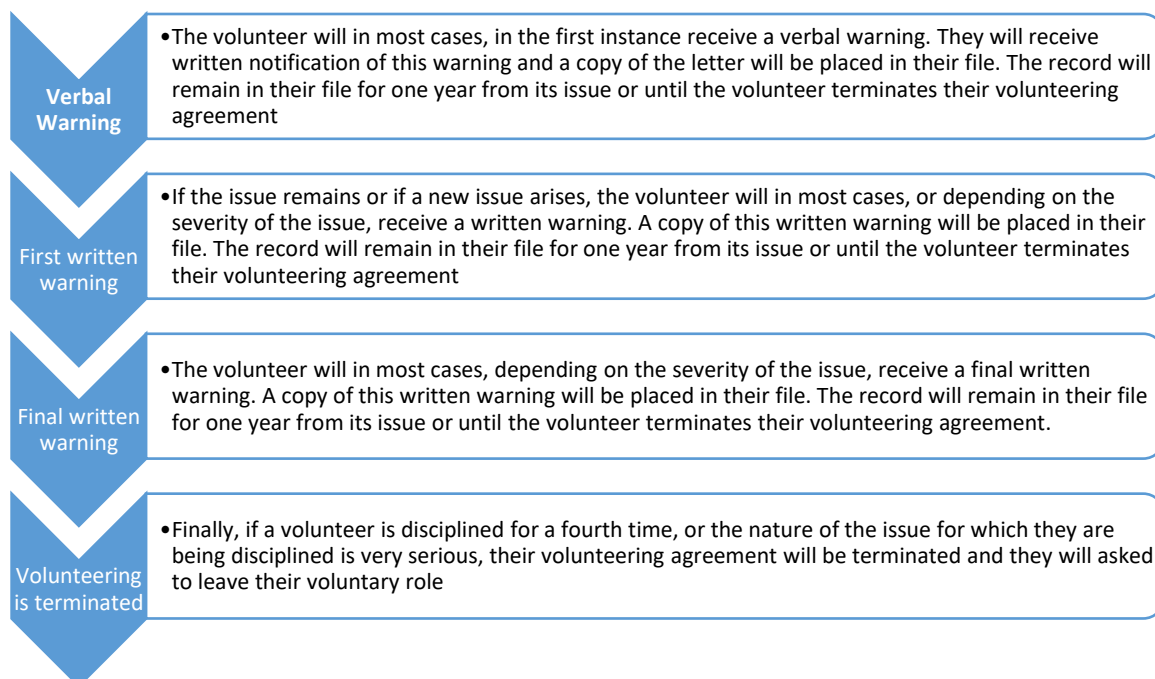
From time to time, the actions of a Service User may cause unnecessary harm or upset to another service user. All incidents of this matter must be reported to the Support Network Manager and the matter will be discussed. The Support Network Manager will discuss the issue with the volunteers involved and will address the issue with the service user or in the case of a child, their parents. Service users will be given the opportunity to remain involved in the service subject to the offensive behaviour ceasing. The situation will then be monitored by the Support Network Manager and if it happens a subsequent time, the Support Network Manager may ask the service user to cease service use.

Endometriosis UK are 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 Volunteers

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

Volunteers would be disciplined as follows and in this order



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 volunteering work.

### 3.2 Appealing against a Disciplinary Decision for Volunteers

If the volunteer 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 volunteer should appeal in writing detailing their reasons for appealing the decision. The panel will then meet again within four weeks of the appeal and will make a decision. The volunteer will be notified as soon as a decision has been reached.

#### Process for reporting a complaint

