



# 92.6FM RADIO VERULAM

Issue Resolution Process

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Owner	Radio Verulam Board
Status	Draft
Version	1.0

## Volunteer Issue Process

This process applies to issues which volunteers might have in undertaking their role at Radio Verulam. It is NOT a substitute for working together as a team and talking to each other to resolve issues and is intended to be used only when this has failed for some reason.

There are three steps to this process, all of which aim to resolve an issue.

1. Referral to the volunteer's team leader
2. Referral to the Volunteer Manager
3. Referral to the Board of Directors

### 1. REFERRAL TO THE VOLUNTEER'S TEAM LEADER(S)

The volunteer team leader(s), having received a short written submission from the volunteer(s) involved, will consider the issue and make a decision based on the best interests of the radio station. This will occur within 10 days of the written submission from the volunteer(s) concerned. In the event that no written submission is received, the issue will be considered no further. In the event that the matter of concern relates to the volunteer's team leader, Step 1 is not followed and the process moves direct to Step 2

### 2. REFERRAL TO THE VOLUNTEER MANAGER

If either the volunteer(s) concerned or the volunteer's team leader(s) are not satisfied with the outcome of Step 1, they will without delay refer the issue to the Volunteer Manager and provide copies of all written submissions.

The Volunteer Manager will, within 10 days, decide on the issue in the best interests of the radio station.

### 3. REFERRAL TO THE BOARD

If either the volunteer(s) concerned or the Volunteer Manager are not satisfied with the outcome of Step 2, they will without delay refer the issue to the Chair of the Board of Directors and provide copies of all written submissions.

The Chair will, within 10 days, appoint a Director to work with the volunteer manager to resolve the issue.

Within a further 10 days, these persons will make a recommendation to the Board which will decide on the course of action to be taken in the best interests of the radio station.

## **Stage 1**

If a volunteer feels that the matter has not been resolved through informal discussions, they should put the complaint in writing to their team leader. If the complaint involves the volunteer's team leader the complaint should be put in writing to the Volunteer Manager in the organisation or a Director. A meeting will be held between the volunteer and their Team Leader (or other appropriate person) to respond to the complaints raised. The meeting will be an opportunity for the volunteer to explain their complaints and share how they would like them to be addressed. The volunteer has a right to be accompanied to the meeting. Following the meeting, the Team Leader (or other appropriate person) will give a written response within 5 working days of the meeting outlining how the complaint(s) will be responded to. If the complaint is against another member of staff or volunteer or requires further investigation, the Team Leader (or other appropriate person) will need to carry out further meetings or investigations. In this case, the 5 working days limit above, may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

## **Stage 2**

If the volunteer feels the issue has still not been resolved satisfactorily, the volunteer must raise the matter, in writing, with a Director. The Director will advise the Chair of the Board of Directors. The Director will invite the volunteer to a meeting where they can discuss the matter and establish how best to resolve the situation. The volunteer has a right to be accompanied to the meeting. Following the meeting, the Director will give a written response within 5 working days of the meeting outlining how the complaint will be responded to. If the complaint is against another member of staff or volunteer, or requires further investigation, the Director will need to carry out further meetings or investigations. In this case, the 5 working days limit above, may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

## **Right of Appeal**

If the volunteer wishes to appeal against any grievance decision, they must appeal, in writing within five working days of the decision being communicated to them to the Chair of the Board of Directors. The Chair will convene an Appeals Sub committee to hear the appeal and the volunteer will be invited to a meeting with the Appeals Sub committee. The volunteer will have the right to be accompanied to the appeal meeting. The Chair will not form part of the Appeals sub. The Appeals Sub committee's decision will be final.

STEP 1

Volunteer(s) name(s)	
Issue description	
Why is this an issue?	
What, in your view, would be the best outcome for the radio station?	
Why?	
Why are you not able to achieve this outcome?	
What have you done to try to resolve the issue?	

STEP 1 – POST-MEETING NOTES

Team leader's decision	
Volunteer(s)' views	

VOLUNTEER(s)

Signed :		Name:		Date:	
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TEAM LEADER(s)

Signed :		Name:		Date:	
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STEP 2

Why has this issue been escalated?	Volunteer(s)	Team leader(s)
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STEP 2 POST-MEETING NOTES

Station Manager's decision	
Volunteer(s)' views	

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VOLUNTEER(s)

Signed :		Nam e:		Date:	
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STATION MANAGER

Signed :		Nam e:		Date:	
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STEP 3 – ESCALATION TO BOARD

Why has this issue been escalated?	Volunteer(s)	Station Manager

STEP 3 – BOARD DECISION

Board's decision	

CHAIR

Signed :		Nam e:		Date:	
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