

The MATA Regal Theatre Company Limited Grievance Procedure for Volunteers

The MATA Regal Theatre Company Limited Grievance Policy applies to all volunteers of the organisation. This document is consistent with the MATA Regal Theatre Code of Conduct Policy, this policy should be considered at each stage of the procedure.

Introduction

The MATA Regal Theatre Company Limited aims to create an environment where volunteers feel valued. We also recognise that there may be occasions when volunteers have concerns or grievances, this grievance procedure enables individual volunteers to raise grievances more formally.

The procedure provides an open and fair way for volunteers to make known their problems and aims to enable grievances to be resolved quickly before they intensify and become major problems.

Stage 1: Informal Discussions

In the first instance, if any volunteer has a grievance about their volunteering or a colleague they should discuss it informally, as soon as possible, with their Head of Department or another Head of Department if the grievance involves their head of department. The person receiving the grievance will take the grievance seriously and ensure that everything is done to try and resolve the issue informally. It is hoped that most concerns will be resolved at this stage.

Stage 2: Formal Meeting

If a volunteer feels that the matter has not been resolved through informal discussions, they should put the grievance in writing to their Head of Department. If the grievance involves the volunteer's Head of Department the grievance should be put in writing to another manager in the organisation or the chairperson of the Volunteering Sub Committee.

A meeting will be held between the volunteer and the person they have submitted their written grievance to within 14 days of the written grievance being received. The purpose of this meeting will be an opportunity for the volunteer to explain their grievance and share how they would like it to be addressed. The volunteer has a right to be accompanied to the meeting.

Following the meeting, the Head of Department (or other appropriate person) will give a written response within 7 days of the meeting outlining how the grievance will be responded to. If the grievance is against another volunteer or requires further investigation, the head of department will need to carry out further meetings or investigations.

In this case, the 7 days limit above, may need to be extended. The response will follow at the conclusion of the investigation and include a reference to stage 3 and the right of appeal.

Stage 3: Board of Directors (Trustees)

If the volunteer feels the issue has still not been resolved satisfactorily, the volunteer must raise the matter, in writing, with the Chairperson of the Volunteering Sub Committee who will advise the Chair of the Board of Directors.

A Director/Trustee will be allocated to deal with the grievance; they 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 allocated Director will give a written response within 10 days of the meeting outlining how the complaint will be responded to.

If the complaint is against another volunteer, or requires further investigation, the allocated Director will need to carry out further meetings or investigations. In this case, the 10 days limit above may need to be extended.

The response will follow this meeting and include a reference to the right of appeal.

6. Right of Appeal

If the volunteer wishes to appeal against any grievance decision, they must appeal, in writing within 7 days of the decision being communicated to them to the Vice Chair of the Board of Directors or the Chair of Board of Directors.

The Chair or Vice 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 Appeal Sub-Committee may hear from anyone who it feels may help them to reach a determination.

The Appeal Sub-Committee must be number at least 3 and no more than 5 Directors/Trustees, no person who has been involved in the original investigation may sit on the Appeal Sub-Committee.

The Appeals Sub-Committee's decision will be final.