

Volunteer Grievance Policy

The Pony Club expects a high standard of conduct, integrity and loyalty from its volunteers. Volunteers should expect the same from The Pony Club.

The Grievance Policy is helpful for the proper and successful functioning of The Pony Club and exists to ensure that issues are addressed and all individuals are treated fairly. We handle grievance matters in a positive and pro-active manner and expect resolutions and outcomes to contribute to a process of continuous improvement.

The Volunteer Grievance Policy should be used in circumstances where the Complaints procedure is inappropriate.

Examples of grievances include:

- Harassment, bullying or discrimination
- Health and Safety issues
- Safeguarding issues
- Conflict of interest

A Volunteer with a grievance should first **write** to their immediate line-manager (or to the next level of seniority if this is not appropriate), explaining their concerns and send a copy to resolution@pcuk.org

For the purpose of clarity regarding line managers:

Members report to their District Commissioner

District Commissioner's report to their Area Representative

Area Representatives report to the Chairman of the Rules and Compliance Committee or the Management Board (whichever might be appropriate).

Trustees report to the Chairman

Vice Chairmen report to the Chairman

The Chairman is answerable to the Board of Trustees

The Volunteer should be invited to attend a **meeting** to fully discuss the grievance, once both parties have had a reasonable amount of time to consider the matter in hand. The volunteer has the right to be accompanied to this meeting.

The Volunteer must take all reasonable steps to attend the meeting.

Following the meeting the Volunteer must be informed in writing of:

- any **decisions** taken relating to their response to their grievance
- their right of appeal
- to whom the appeal should be directed, in most circumstances this will be the Vice Chairman.

If the Volunteer is not satisfied with the result of the meeting, they may **appeal** in writing, stating their grounds for appeal to the named person who will organise a **Hearing**.

Decisions taken as a result of a Grievance Appeal hearing are final.

However, if a volunteer is concerned about criminal activities, a failure to meet legal obligations, financial fraud, miscarriages of justice, health and safety infringements or a safeguarding issue, they should refer to our whistleblowing policy.