

## Volunteer Conduct and Disciplinary Policy

### **Purpose of this Policy**

This policy sets out how we handle concerns about behaviour that may not meet our expectations for volunteers at NWT. Our aim is always to treat volunteers fairly, with kindness and respect, and to resolve issues constructively.

This policy applies to all volunteers and is designed to support a positive and safe environment for everyone.

### **Informal Resolution**

Most minor issues can be sorted out through a friendly chat. If something's not quite right, we'll talk with you privately and promptly. These conversations are meant to help, not punish, and often that's all that's needed.

### **Investigating Concerns**

If a concern is more serious or can't be resolved informally, we may need to look into it further. This means gathering facts, speaking with you and possibly others, and reviewing any relevant information.

- You'll be informed if an investigation is taking place.
- You'll be given a chance to share your side.
- You may bring someone with you for support if needed.

### **Suspension (if needed)**

In rare cases, we may ask you to pause volunteering while we look into something. This isn't a punishment—it's just to help us manage the situation fairly.

### **What Happens After an Investigation**

Once we've looked into the matter, we'll let you know the outcome. This could be:

- No further action
- A friendly reminder or informal guidance
- A formal meeting to discuss next steps

### **Formal Meeting (if needed)**

If we need to meet formally, we'll:

- Explain the concern clearly
- Share any relevant information
- Give you time to prepare (at least 5 working days)
- Allow you to bring someone for support

During the meeting, you'll be able to speak, ask questions, and share your perspective.

## **Possible Outcomes**

After the meeting, we'll let you know the outcome. This might include:

- A reminder of expectations
- A written note about the issue
- Ending your volunteering role (only in serious cases)

We'll always explain our decision and aim to be fair and understanding.

## **Appeals**

If you don't agree with the outcome, you can appeal by writing to the Chief Executive / Artistic Director within one week. We'll review the situation and may hold another meeting. You'll be told the final decision in writing.

## **Confidentiality**

We treat all concerns with care and confidentiality. Please don't share details or record meetings. We'll only keep things private unless there's a good reason not to.

## **Related Policies**

You may also want to look at:

- Dignity at Work Policy
- Safeguarding Policy