

Volunteer Grievance Policy

Purpose of this Policy

We want all volunteers at NWT to feel respected, supported, and heard. This policy explains how you can raise a concern or complaint if something feels unfair or upsetting during your time with us. Our goal is to resolve issues quickly, fairly, and with care.

What Is a Grievance?

A grievance is when you feel something is wrong or unfair in your volunteering experience—whether it's about how you're treated, something that's happened, or how things are being managed.

Raising a Concern Informally

Most issues can be sorted out with a simple conversation. If something's bothering you, please speak to the Duty Manager. If the concern involves them, you can talk to the Head of People or another member of staff. We'll listen and try to resolve things informally first.

Making a Formal Complaint

If the issue can't be resolved informally, you can raise a formal grievance by writing to your Duty Manager and the Head of People. If the concern involves them, you can write to the Executive Director or Chief Executive. If it involves the Chief Executive, you can contact the Chair of the Board.

Please include:

- A short description of the issue
- Any key dates or facts
- Names of people involved (if relevant)

Investigating the Grievance

We may need to look into the matter further. This could involve:

- Speaking with you and others involved
- Reviewing any relevant documents
- Asking for your help in providing information

We'll keep you informed and aim to handle everything sensitively and fairly.

Meetings and Support

We may arrange a meeting with you to talk through your grievance. You can bring someone with you for support—like another volunteer or a colleague. They can help you express your views but won't speak on your behalf.

If your chosen companion isn't available within five working days, we may ask you to choose someone else.

What Happens Next

After any meeting and any investigation, we'll let you know the outcome. This might be:

- No further action
- Steps we'll take to resolve the issue
- A follow-up meeting to explain the decision

We'll confirm everything in writing and explain your right to appeal.

Appeals

If you're not happy with the outcome, you can appeal by writing to the Chief Executive within one week. If the concern involves the Chief Executive, you can write to the Chair of the Board.

We'll hold an appeal meeting with someone who hasn't been involved before. You can bring a companion again. We'll confirm the final decision in writing—this will be the end of the process.

Confidentiality

We'll treat your grievance with care and confidentiality. Please don't record meetings or share details with others. Everyone involved is expected to respect privacy.

Related Policies

You may also find these helpful:

- Dignity at Work Policy
- Whistleblowing Policy
- Volunteer Conduct and Disciplinary Policy