Mid Down & Lisburn District Community First Responders

GRIEVANCE PROCEDURE

The objective of this procedure is to provide a volunteer who has a grievance, with the opportunity to have it examined quickly and effectively and where a grievance is deemed to exist, to have it resolved, if possible, at the earliest practicable moment.

Ideally, volunteers should initially raise any grievances informally with the coordinator with a view to finding solutions. If the grievance relates to the coordinator, the assistant coordinator should be approached

Mid Down & Lisburn District Community First Responders will ensure that:

- All steps under the procedure are taken without unreasonable delay
- The timing and location of all hearings are reasonable, with minimum 10 days' notice
- Hearings are conducted in a manner which enables volunteers to explain their cases
- As far as is reasonably practicable, appeal hearing will be conducted by the co-ordinator and the chairperson
- The volunteer will be entitled (where reasonably requested) to be accompanied at any hearing by a fellow volunteer
- Records shall be kept detailing the nature of the grievance raised, the groups response any action taken, the reasons for it and other information relevant to the process. These records shall be kept confidential.

Formal Procedure for Dealing with A Grievance

It is the aim of this procedure to settle matters at the earliest practicable moment, and at the first possible appropriate management level.

Step 1 – Submission of Grievance

Should you wish to raise a grievance regarding your membership of the group you must submit a written statement of the grievance to the Co-ordinator or Assistant Coordinator . You must also provide particulars on the basis for the grievance.

Step 2 – Meeting

The coordinator will then arrange a hearing with you within **5** working days from this time and attempt to resolve the issue. You will be provided with his decision on the grievance as soon as possible and within **5** working days from the date of the hearing.

Step 3 – Appeal

If you are not satisfied with the decision of the coordinator you may appeal against this to the Chairperson

On receipt of such a request the Chairperson shall make arrangements with another Strategic Management Committee member to hear the appeal within **5** working days

The decision shall be given to you as soon as possible and not later than **5** working days from the appeal being heard

This shall be the final stage of Mid Down & Lisburn District Community First Responders grievance procedure and the decision is final

Step 4 – External Mediation

If you are not satisfied with the decision of the appeal the services of an eternal mediator can be utilised

Procedure

1. You must submit a written statement to the co-ordinator.
2. The co-ordinator will consider your written submission and provide you with its written response to the grievance.

There are no further stages in this procedure. The co-ordinator will ensure that there is no unreasonable delay in providing a response.