



## Disciplinary Procedure

The relationship between the SNN and our volunteers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standard of service to our service users, and it is also important that volunteers should enjoy making their contribution to this service.

If a volunteer does not meet with the organisation's standards, here is how it will be dealt with:

1. Initially, the volunteer meets with a member of the Management Committee who will explain the concerns
2. If this does not resolve the concern then a formal meeting with our Chairperson will be convened
3. If the volunteer's work still does not meet with our standards then SNN shall have to stop using the services as the volunteer.

At all times the volunteer will be able to freely state their case and can have a friend to accompany them.

If a volunteer is dissatisfied with any aspect of their work they should:

1. Initially explain their dissatisfaction with a member of the Management Committee
2. If that does not resolve the issue then a formal meeting with our Chairperson will follow
3. If after this, the volunteer's dissatisfaction remains unresolved, and SNN are unable to resolve the volunteer's grievance, then it would be inappropriate for the volunteer to continue to be a volunteer for SNN.

At all times the volunteer will be freely able to state their case and can have a friend to accompany them.

### **Procedure Review**

This agreement will be reviewed at the first meeting of the incoming Management Committee each year. It will also be reviewed in response to changes in relevant legislation, contractual arrangements, good practice or in response to an identified failing in its effectiveness.

Date adopted and approved by the SNN Management Committee.

12<sup>th</sup> June 2014