

***Operational Volunteer
Problem Resolution Procedure***

This problem resolution procedure is a systematic process to ensure the objective hearing and orderly handling of volunteer problems involving the administration of policies and procedures. This procedure applies to operational volunteers. Every volunteer may expect a fair resolution of problems. The council maintains an open door policy regarding volunteer concerns.

Many possible problems can be anticipated and prevented by volunteer managers who understand the council's volunteer management system and are sensitive to human relations. Many problems can be avoided when volunteers are informed at the time of placement of the council's structure, their place in it, who carries decision-making responsibilities, and how decisions are made.

Most complaints and concerns can be resolved when they are brought to the attention of the volunteer's immediate supervisor. It is hoped that most, if not all, situation will be resolved through informal conferences and communications.

When a volunteer and an immediate supervisor are unable to resolve a complaint through informal efforts, the volunteer may request a problem resolution procedure. The initiation of the problem resolution procedure, however, will not restrict the council from taking appropriate action with respect to the volunteer.

Step 1:

The volunteer requests a conference with her or his supervisor in writing to take place within 10 working days. The volunteer cites the policy or procedure that has allegedly been misapplied, misinterpreted, or violated.

If the supervisor is not a council staff member, the appropriate staff member is informed of the complaint and the date of the conference meeting.

The council staff member informs her or his supervisor of the complaint and conference date.

Step 2:

If the volunteer is not satisfied with the disposition of the problem, the council staff member or, if appropriate, the council staff member's supervisor, a council appointed designee will meet with the volunteer within 10 day working days following her or his initial conference.

Step 3:

In the event that the problem is not resolved in Step 2, the staff member prepares a written report on the situation, including recommendation for her or his supervisor, and sends a copy to the Chief Executive Officer (CEO).

This supervisor and the CEO will decide what additional action to take, using one or more of the following options:

- Accept the staff member's report and recommendation.
- Meet with the volunteer and hear the complaint.
- Appoint a review team to meet with the volunteer, hear the complaint, and prepare a report for the CEO.

The CEO has the final decision as to resolution of a problem involving application of council policies or procedures for operational volunteer.