

Harassment and Dignity Policy - Volunteers

Date approved by the Connected Together CIC Board	Ratified by CIC Board 26/09/2022
Author/Responsible Person	Michelle Wright
Next revision due	September 2025
Staff/volunteer training delivered	As part of induction and ongoing
Date sent to staff	27/09/2022
	This policy covers Connected Together CIC and <i>all</i> its contracts and managed organisations, for example Healthwatch North Northamptonshire and West Northamptonshire (HWNW) and Healthwatch Rutland (HWR).
Checked for rebranding	Michelle Wright - 11/05/2022
Signed off by CEO	Kate Holt - 16/05/2022
Checked By	Catherine Maryon (CTCIC Director) - 28/08/2022

Responsibilities

1 CTCIC Board

Have overall responsibility for volunteers within CTCIC

2 CTCIC Chief Executive Officer (CEO)

CTCIC Board have delegated to the CTCIC CEO the responsibility for developing a strategy, policies, and procedures for volunteering at CTCIC and to ensure these are implemented effectively.

3 CTCIC staff and volunteers

Volunteers will liaise directly with either the volunteer lead officer or to a project lead, who will in turn report to the CEO.

Harassment and Dignity Policy

Introduction

This policy is intended to provide help and support to Connected Together volunteers who feel that they have been denied the right to be treated with dignity and respect and have suffered a detriment in relation to their right to lead their lives free from harassment, bullying, intimidation, coercion, victimisation, and unlawful/unfair discrimination. If a person feels they have been exposed to this type of behaviour, CTCIC will offer training where necessary and mediation for all parties.

Informal Actions

A board member or volunteer who believes they are being harassed or bullied is encouraged to make it clear to the person causing the offence that the behaviour is unacceptable and ask the person to stop doing it.

If the volunteer does not have the confidence to deal with the situation on their own or would like to speak to someone in confidence about what is happening, it is suggested that they contact the volunteer lead or project lead for support or assistance.

Any discussion with support officers will normally be confidential and no further action will be taken without the permission of the complainant unless their safety or the safety of others is deemed to be at risk.

Formal Actions

If individual informal action does not resolve the situation, or the nature of the harassment/complaint is so serious that informal resolution is unlikely, or in circumstances where the harassment constitutes a possible criminal offence, the complainant may take formal action.

Formal resolution processes:

Formal Meeting

A meeting will be arranged between the staff member/volunteer, the Chair of CTCIC and/or the Healthwatch Advisory Board (if appropriate) and the CEO.

Written notes of the meeting will be taken of:

- issues raised
- areas of agreement/disagreement about the issues raised or any actions taken to resolve issues to date

If appropriate, the chairperson/CEO will also talk to/meet with any other parties involved in the problem with a view to facilitating a resolution to the issue. The staff member/volunteer will be informed about progress/the outcome within 10 working days.

Appeal Process

Staff/Volunteers who are not happy with the resolution outcome can use the appeals process. For this, a special meeting comprising at least three members of the CTCIC board nominated by the chairperson will be called to consider the issue.

The volunteer will be asked to this meeting, which will take place within two weeks of the volunteer notifying CTCIC that they wish to use the appeals process.

The decision of this group is to be considered final and will be produced in writing within 10 working days of the meeting.

This policy links to the following policies:

- Equality and Diversity Policy-022
- Code of Conduct CYP-005
- Problem Solving for volunteers-041