



London Metropolitan University  
Students' Union

## LONDON METROPOLITAN UNIVERSITY STUDENTS' UNION VOLUNTEERS GRIEVANCE, MISCONDUCT AND HARASSMENT PROCEDURE

### GRIEVANCE

1. The Union believes that in providing opportunities to individuals it is important that all volunteers are treated with respect and have the right to raise concerns and grievances over their experience as a volunteer.
2. This procedure is intended to contribute significantly to the creation and maintenance of good relations between volunteers as well as between volunteers and their colleagues, and to the satisfactory solution of individual and/or collective grievances.
3. The term grievance in this document is related to those aspects of working relations initiated at a volunteer level. The procedure is not concerned with disciplinary matters as these are handled by appropriate HR and other Union policy
4. The procedure is intended to:
  - Uphold the right of volunteers to fair treatment and protect the relationship between volunteer the Union and staff links
  - Be clearly defined and communicated to all volunteer staff links at the start of their appointment and to all volunteers at the start of their opportunity
  - To provide for the speedy resolution of a grievance as close as possible to its source
5. All grievances will be dealt with as speedily as possible and the time limits given should be regarded as the maximum time required at each stage. Where circumstances dictate, both sides may agree to an extension of time although it is expected that the procedure would be exhausted within three months from the date a grievance is initiated.
6. It is recognised that in not all cases will the initial stages of this procedure be applicable and the procedure can, therefore, be implemented at whatever stage both parties agree is appropriate.
7. If mutually agreed, an issue may be referred back at any stage of the procedure if such action seems likely to result in a speedier or more acceptable solution.

8. It is anticipated that the majority of grievances will be dealt with satisfactorily at the early stage of the procedure. It is essential therefore that all staff are fully conversant with the procedure and its application.
9. At all stages of the procedure, a volunteer shall have the right to be accompanied by a colleague of their choice.
10. FIRST STAGE (i) The complainant must provide their staff link with a written statement of the cause for grievance. If the grievance relates to the staff link then this should go to the link's line manager.

An interview will normally be held within five working days of the written request being received. It is the responsibility of the staff link to respond to such grievances in a constructive manner and to enter a dialogue to establish if resolution of the grievance falls within his/her remit. (ii) If the grievance is not satisfactorily resolved within three working days, then the matter should be referred to the next stage. It is in the best interests of all parties for the precise substance of a grievance and its outcome, to be understood and documented.

11. SECOND STAGE (i) To hear grievances not resolved at the first stage and to be considered by Membership and Activities Manager. (ii) If the grievance is not satisfactorily resolved at this stage within one week from the date the grievance was referred from the first stage then the written statement of grievance should be referred to the next stage.
12. THIRD STAGE To hear grievances not satisfactorily resolved at the second stage and to be considered by an appropriately constituted panel of the President and General Manager.

## MISCONDUCT

The following are considered examples of misconduct from a volunteer and may result in action under the Union or University procedures, suspension or removal from role:

- Financial irregularity e.g. falsification of expenses
- Deviation from the planned activity
- Conviction of a criminal offence that undermines suitability to volunteer
- Failure to notify the relevant person in time if you cannot attend a session
- Use of abusive language or behaviour in any situation
- Bullying or harassment
- Breach of any SU or University policy as set out or referred to in the Volunteer Handbook

Dependent on the nature of complaint the Union may need to refer the complaint to Union or University disciplinary procedures.

<https://intranet.londonmet.ac.uk/uso/students/disciplinary.cfm>

## HARASSMENT

1. Harassment - whether racial, sexual or otherwise - is wholly unacceptable.
2. Harassment is defined as unwarranted and offensive behaviour which causes discomfort or upset to an individual or has an adverse effect on working relationships. It is not confined to physical intimidation, and may take the form of comments, looks, jokes or innuendoes or a personal or suggestive nature.
3. The Union expects its staff, members, volunteers and service users to behave in a professional way towards colleagues, customers and visitors to the Union, both at work and socially. Harassment is therefore regarded as misconduct under our disciplinary procedure and, in serious cases, may result in dismissal of employees, the refusal of services for users or the removal of rights for members.
4. If you are suffering harassment you should report it to your staff link or their line manager. They will support you in resolving the issue and or making a complaint. If the alleged harasser is your staff link then you should contact the General Manager
5. Dependent on the nature of complaint the union may need to refer the complaint to Union or University disciplinary procedures

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