

SKILLS & VOLUNTEERING CYMRU (SVC)



Problem Solving Procedure

Reviewed November 2019

	Problem Solving Procedure
1.0	Introduction
1.1	<p>This Procedure refers to a complaint made by an employee, or volunteer, about an action which SVC has taken, or is contemplating taking, in relation to the employee or volunteer. Additionally, it refers to problems which may arise regarding other employees or volunteers.</p> <p>This Procedure outlines how SVC will aim to Solve Problems which may arise, and deal with any employee or volunteer complaints.</p> <p>Whilst working or volunteering for SVC, it is hoped that all staff and volunteers will experience an environment where they are comfortable and happy. However, from time to time, individuals may experience situations and circumstances which give rise to unhappiness or discomfort. SVC wishes to assist in resolving any issues that may arise during the course of their employment or volunteering.</p> <p>In order for this to happen, this Problem Solving Procedure provides a framework which aims to facilitate a resolution at-</p> <ul style="list-style-type: none"> • An informal level, without recourse to any subsequent action, or • A formal level, where the informal method has failed or proves inappropriate (please see SVC's Settling Differences Policy) <p>The Procedure also informs individuals of their particular roles and obligations, and where appropriate their rights under the Procedure.</p> <p>The Procedure aims to provide an open and fair way for SVC staff and volunteers to raise any problems, and enable these problems to be resolved promptly, efficiently and fairly.</p>
2.0	Scope of Policy
2.1	<p>This policy applies to</p> <ul style="list-style-type: none"> • All SVC volunteers • All staff who support SVC • The trustees of SVC • SVC beneficiaries • SVC partner organisations
2.2	<p>It is hoped that all of your questions relating to this policy have been clearly answered. If you have any questions which remain unanswered then please refer to the SVC Manager.</p>
3.0	Procedure
3.1	Informal Procedure
3.1	<p>If an SVC <i>staff member</i> has a problem regarding their <i>employment</i> they should initially discuss it informally with the SVC Manager.</p> <p>If the problem concerns the SVC Manager, the SVC staff member should initially discuss it with either the SVC Chairperson, or the HR Department at Innovate Trust (as the employers of SVC staff).</p> <p>If an SVC <i>volunteer</i> has a problem regarding their <i>volunteering</i> they should initially discuss it informally with either their Lead Volunteer, or their SVC Project Coordinator.</p>

	<p>It is hoped that the majority of problems can be resolved informally with discussion between the individuals concerned.</p> <p>If it is not possible to resolve the matter informally, the formal process outlined below will be followed.</p>
3.2	Formal Procedure
3.2	<p>If a volunteer raises a problem regarding another volunteer and it cannot be resolved informally the SVC Manager should be informed who, after due consideration, may then bring the Settling Differences Policy into operation.</p> <p>During the formal process individuals have the right to be accompanied by a representative of their choice, provided they are not directly involved in the issue or complaint being investigated. SVC staff may also choose to be represented by a colleague, Trade Union representative or an Innovate staff member, who are not directly involved in the issue or complaint.</p> <p>SVC will ensure any problems are dealt with promptly and with due care. In the event that the parties involved in the complaint work in close proximity, alternative volunteering arrangements may be made, either temporarily or permanently as appropriate.</p>
4.0	Problems concerning an SVC staff member
4.0	<p>SVC volunteers have the right to raise problems or complaints regarding SVC staff.</p> <p>In the first instance, the complaint should be made to the SVC Manager, who will then inform the SVC Board of Trustees.</p> <p>If the complaint is regarding the SVC Manger, the SVC Chairperson should be informed in the first instance.</p> <p>The relevant line manager will be informed, for the problem to be investigated in accordance with the appropriate procedures.</p>
5.0	Other Policies relating to this Procedure
	<p>Please also see:</p> <ul style="list-style-type: none"> - SVC's Settling Differences Policy <p>SVC staff members should also see:</p> <ul style="list-style-type: none"> - Innovate Trust's Grievance Procedures - Innovate Trust's Disciplinary Policy