

Cambridge City Foodbank Volunteer Disciplinary Policy

A. INTRODUCTION

Policies are necessary for the smooth running of any charity, including Cambridge City Foodbank (CCfb). This policy is designed to set standards of performance and behaviour, while related procedures help to promote fairness in the treatment of individuals.

Volunteers in CCfb need to be fully aware of the standards of performance, actions and behaviour expected of them; as below and in the Volunteer's Handbook.

Should they fail to meet these standards, disciplinary procedures may be initiated with the aim, where possible, of encouraging improvements in conduct and behaviour. Where appropriate, an informal warning and retraining may be offered before the formal Disciplinary procedures are activated. However, findings of serious and gross misconduct could lead to severance of a volunteer's services with CCfb.

B. UNSATISFACTORY CONDUCT AND MISCONDUCT

It is not practicable to specify all the circumstances that may result in disciplinary action, as they may vary depending on the nature of the work and activities within CCfb. A non-exclusive list of examples of unsatisfactory conduct, misconduct or gross misconduct is described here and in the Volunteer's Handbook.

A volunteer will be liable to disciplinary action if he or she has acted in any of the following ways:-

- a) behaviour which is inconsistent with CCfb's Vision, Ethos and Values
- b) deliberately smoked in designated non-smoking areas.
- c) without permission consumed alcohol on the premises.
- d) persisted in absenteeism and/or lateness.
- e) demonstrated unsatisfactory standards or output of work.
- f) been rude to colleagues, clients and people CCfb works with; used bad language or demonstrated discriminating, degrading or insulting behaviour, harassment or bullying.
- g) sent inappropriate emails or social media posts which discredit CCfb.
- h) failed to carry out all reasonable instructions, or follow CCfb's rules and procedures.
- i) caused negligent damage or loss of CCfb's property.
- j) failed to report immediately any damage to property or premises caused by him/herself or other volunteers.
- k) driving on public roads while carrying out activities on behalf of CCfb, but have failed to report immediately any type of driving conviction, or any summons which may lead to a conviction or loss of their driving licence.

C. GROSS MISCONDUCT.

Any behaviour or negligence that irrevocably destroys the trust and confidence necessary to continue the working relationship with CCfb will constitute gross misconduct. Non-exhaustive examples of offences deemed as gross misconduct include serious instances of:-

- a) irreconcilable opinions / behaviour contrary to CCfb's Vision, Ethos and Values
- b) theft or fraud.
- c) a breach of their signed confidentiality agreement.
- d) physical violence or bullying.
- e) deliberate damage to property.
- f) deliberate acts of unlawful discrimination or harassment.
- g) possession, or being under the influence, of illegal drugs.
- h) serious breach of health and safety rules that endangers the lives of, or may cause serious injury to, any other volunteer, clients or member of the public.

D. DISCIPLINARY PROCEDURES.

Should disciplinary procedures need to be initiated, every effort will be made to ensure that volunteers are treated fairly, with opportunity to state their case and appeal against any outcome that they consider to be unjust.

Step 1: Statement of grounds for action and invitation to meeting.

- A volunteer's alleged conduct or other circumstances, which lead CCfb to contemplate taking disciplinary action will be set out in writing.
- This statement, or a copy of it, will be sent to the volunteer in question who will be invited to attend a meeting to discuss the matter.

Step 2: Meeting.

- The meeting will take place before action is taken,
- The meeting will not take place unless;
 - the volunteer has been properly informed (Step 1) of the basis for this meeting;
 - the volunteer has had a reasonable opportunity to consider his or her response to that information.
- All reasonable steps to attend the meeting must be made.
- After the meeting, the decision will be made known and the volunteer in question notified of the right to appeal against the decision if they are not satisfied with it.

The following should ensure that the correct procedures are employed when initiating a disciplinary hearing;

- a) All the facts will be carefully collected and investigated, with all parties having the opportunity to present their case.
- b) With the exception of an "off the record" informal reprimand, any volunteer whose behaviour is being formally investigated has the right to be accompanied by a fellow CCFb colleague, who may act as a witness at all stages of the proceedings or speak on the volunteer's behalf.
- c) Disciplinary action, if necessary, will be taken speedily and in a consistent and fair manner;
- d) If a volunteer is disciplined, he or she will receive an explanation of the penalty imposed and will have the right to appeal against that finding and penalty.
- e) Except in the case of gross misconduct, the offending volunteer's services with CCFb will not normally be terminated for a first breach of discipline.

Offense	First Occasion	Second Occasion
Unsatisfactory Conduct Or Misconduct	Written warning	Severance
Gross Misconduct	Severance	

E. DISCIPLINARY AUTHORITY.

The Chief Executive Officer (CEO) has authority for all levels of the disciplinary action. The CEO may delegate to a colleague of appropriate seniority, to progress any action at whatever stage of the disciplinary process.

F. DISCIPLINARY APPEAL PROCEDURE.

Volunteers have the right to lodge an appeal in respect of any disciplinary action taken against them. If a volunteer wishes to exercise this right, they should apply in writing to the Chief Executive Office, at the Charity's main address or ceo@ccfb.org.uk

The appeal meeting need not take place before disciplinary action takes effect.

It may be necessary for the appeal to be heard by the person who undertook the original investigation, and it is therefore important that the appeal gives details of why the penalty imposed is either too severe, inappropriate or unfair.

If a volunteer is appealing on the grounds that she or he has not committed the offence, it may be necessary for the person conducting the appeal to have a complete re-hearing so that there can be a re-appraisal of all matters before a decision is made whether to grant or refuse the appeal.

At the appeal hearing the volunteer under investigation may be accompanied by a CCFb colleague of their choice, who may act as a witness to the proceedings or speak on the volunteer's behalf. The result of the appeal will be made known in writing within five working days of the hearing. This is the final stage of the appeal process.