

## Grievance Procedure

A formal grievance to the Foster Grandparent Program, Senior Companion Program or RSVP Program must be made to the Weber Human Services, Volunteer Services Supervisor. This grievance must be formally sent through letter or e-mail to the following address or email:

Volunteer Services - 237 26<sup>th</sup> Street #320- Ogden UT 84401  
[charitym@weberhs.org](mailto:charitym@weberhs.org)

Issues addressable through this grievance procedure include, but are not limited to:

1. Enrollment discrimination based on: Race • Color • National origin • Gender/gender identity or expression • Age • Religion • Sexual orientation • Disability • Political affiliation • Marital or parental status • Genetic information • Military service
2. Volunteers who perceive they have a grievance against Volunteer Services Staff for an action taken against them by program staff.
3. Station staff who have a grievance against a volunteer serving at their site or Volunteer Services Staff.
4. Clients who have a grievance against Volunteer Services Staff or a volunteer
5. Elevated general complaints by clients, volunteers or station staff members who do not feel their issues were resolved to their satisfaction

\*An individual must file a formal grievance within 10 days from the incident or within 10 days from the decided outcome of a general complaint.

1. Grievances must include the following information
2. Name of person filing grievance and the date filed
3. Date the underlying grievance occurred
4. Nature of the grievance
5. Historical information related to the grievance
6. Requested resolution

If the Volunteer Services Supervisor does not resolve the grievance in a manner that satisfies the grievance the individual can file a grievance to the Area Agency on Aging executive director within 10 days at the same address. If their resolution is not satisfactory a formal grievance can be made to the Volunteer Services Advisory Council at the same address.

The Volunteer Services Supervisor or Aging Services Executive Director shall have 10 working days to respond in writing to the grievance. The Volunteer Services Advisory Council shall have 10 days to respond from their next scheduled meeting date, or from an emergency meeting date.

A decision made by the Volunteer Services Advisory Council is the final decision.

## **Disciplinary Action/ Complaints**

A three step disciplinary action is often implemented if volunteer is in violation of guidelines or has a complaint made against them.

1. A verbal or written warning
2. A verbal or written warning
3. Discharge of volunteer duties

A complaint (general complaint) is defined as an issue with a client, station or other volunteer that can be easily resolved by behavior modification or better understanding of program or station guidelines and expectations. These complaints should be handled by Volunteer Services Staff or the station of service.