



## **Volunteer Disciplinary and Grievance Procedure**

The Edmonton Fringe Festival expects a high standard of conduct from its volunteers. Volunteers should expect the same from the Fringe. Disciplinary and grievance procedures are in place to protect the functioning of the Fringe and exist to ensure that issues are addressed and all individuals are treated fairly.

### **Volunteer Definition according to Canadian Code for Volunteer Involvement:**

A “volunteer” is anyone who without compensation or expectation of compensation beyond reimbursement of approved expenses incurred in the course of his or her volunteer duties performs a task at the direction of and on behalf of the organization. With the exception of board committee members, a “volunteer” must be officially accepted and enrolled by the Volunteer Management, or designate prior to performance of the task. Unless specifically stated, volunteers shall not be considered as “employees” of the organization.

### **Scope of Volunteer Disciplinary and Grievance Procedure:**

Unless specifically stated, this procedure applies to all non-elected volunteers in all programs and projects undertaken by or on behalf of Fringe Theatre, and to all departments and sites of operation of the organization.

Volunteers are encouraged to discuss ordinary, day to day concerns informally with supervisors. This allows them to be addressed promptly and can stop situations escalating unnecessarily.

### **Informal Procedure**

In the event of a minor issue arising, a Team Leader from the Volunteer’s allocated Team (and/or Volunteer Management as appropriate) will arrange to have an informal discussion with the volunteer. This discussion will clarify the need for sufficient improvement within a given timescale, so that no further action needs to be taken. This meeting will be conducted informally and if applicable a record will be provided to Volunteer Management via the Volunteer Issue Sheet.

When an issue occurs not requiring the arrangement of an informal discussion (e.g. a missed shift with notice, if a volunteer requires support from the Fringe Inclusion Team etc) issues will be listed on the Volunteer Issues Sheet and provided to Volunteer Management for record keeping and follow-up as required.

### **Formal Procedures**

The Volunteer Disciplinary Formal Procedure will be used to deal with situations where conduct calls the Fringe into disrepute or seriously impairs its efficient running. It will



also be used if informal procedures have proved ineffective. The procedure applies to all volunteers.

Examples of misconduct which may lead to formal disciplinary action being taken are as follows:-

- Refusal to comply with reasonable requests from the Team Leader, Volunteer Mgmt, or appropriate Fringe Staff member.
- Prolonged absence (2 or more missed shifts without appropriate notice)
- Breach of Fringe policy/procedure or conditions including those relating to Health and Safety
- Breach of the Volunteer or Team Leader Code of Conduct
- Serious misrepresentation or negative representation of the Fringe
- Unsatisfactory performance of the duties of the role (this does not apply where unsatisfactory performance relates to issues of accessibility/job modification requirements)

If the informal discussions have not improved the volunteer's conduct or performance within the given timescale or if it emerges that there are allegations of a serious nature, Volunteer Management will arrange a formal meeting with the volunteer.

- The volunteer will be informed of the date and time of the meeting in writing, and given every opportunity to attend.
- This will include a statement setting out in writing the volunteer's alleged conduct, characteristics, or other circumstances, which have led to action being considered.
- The volunteer will be given the opportunity to bring a friend, colleague or representative to their formal meeting
- The meeting will be held in a quiet room which will be free of interruptions
- The meeting will be held by a member of Volunteer Management (and/or next level of seniority as appropriate) with at least one other person besides the volunteer present to take notes.
- The volunteer will be given an opportunity to fully explain their side of the story and to respond to allegations.
- If reasonable steps to attend the meeting are not taken by the volunteer, the meeting may continue in their absence

### **Potential Outcomes**

A meeting may result in the following:

- No warning at all being issued
- A verbal warning (that will be confirmed in writing.) A note of formal verbal warnings will be kept on record but subject to satisfactory conduct and/or performance will lapse after 12 months.



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- A written warning (copy of the written warning will be kept on file but the warning will lapse after 24 months subject to satisfactory conduct and/or performance.)
- A final written warning (a copy of a final written warning shall remain on file and does not lapse.)
- Dismissal.

Following the meeting the volunteer must be informed of the decision made in writing including, how long it will last, the action which may be taken if there is insufficient improvement, the right to appeal and details of a named person to whom they can appeal. A copy will be filed by Volunteer Management in the volunteer records, where it will remain for the relevant duration.

## **Gross Misconduct**

Where a volunteer is found guilty of gross misconduct, they would normally be subject to summary dismissal (instant dismissal without notice) and the above procedures regarding progression of warnings will not apply.

Examples of gross misconduct when on shift or in identifiable Fringe Festival branding might include:

- deliberate financial falsification
- disclosure of confidential information
- failure to disclose convictions of a criminal offence that undermine a person's suitability for volunteering
- provision of false information relevant to a person's volunteering position
- consistently poor attendance, without appropriate notification
- use of abusive or offensive language or behaviour
- bullying or harassment
- being under the influence of alcohol or drugs
- theft of property or misuse of equipment or materials

## **Appeals Procedure**

If a volunteer wishes to appeal, they must write to Volunteer Management giving their reasons for their appeal. Volunteer Management will be responsible for arranging a meeting with the volunteer who must take all reasonable steps to attend. The volunteer will also have an opportunity to be accompanied to this meeting and the meeting will be attended by a member of the Fringe directorship. Following the meeting the volunteer must receive written notification of the final decision. A copy will be kept on file by Volunteer Management.



### Volunteer Grievance Procedure

The Volunteer Grievance Procedure will be used where informal discussions are unsuccessful in resolving a situation, or circumstances make this route inappropriate.

Examples of grievances that may be raised include complaints regarding:-

- Supervision or management
- Harassment, bullying or discrimination
- Health and safety
- Capability/Workload

1. A volunteer with a grievance will first write to Volunteer Management (or to the next level of seniority if this is not appropriate), explaining their concerns.
2. The volunteer will be invited to attend a meeting to fully discuss the grievance, once both parties have had a reasonable amount of time to consider the matter in hand. The volunteer must take all reasonable steps to attend the meeting and may be accompanied to the meeting.
3. Following the meeting the volunteer must be informed in writing of:
  - a. any decisions taken relating to their response to their grievance
  - b. their right to appeal
  - c. a contact for the Fringe Board of Directors who any appeal will be addressed to, if they are not satisfied with the response they have received.
3. If the volunteer is not satisfied with the result, they may appeal in writing stating their grounds for appeal to the named person who will organize a further hearing.
5. Decisions taken as a result of a grievance appeal meeting are final, however, if a volunteer is concerned about criminal activities, a failure to meet legal obligations, financial fraud, miscarriages of justice, health and safety infringements, environmental damage or cover-ups they will contact the Fringe Board of Directors.