



## **GRIEVANCE PROCEDURE POLICY**

**AS ADOPTED BY THE BOARD OF DIRECTORS**

**ON MAY 14, 2012**

**TO BE REVIEWED AGAIN IN MAY 2014**

## **OUR MISSION STATEMENT**

**Global Schoolroom is dedicated to sharing educational experience between communities worldwide to help eradicate poverty, promote economic development and build sustainable communities.**

## **OUR FIVE GUIDING PRINCIPLES**

**Education has the power to enlighten one another and expand each individual's scope for opportunity.**

**A primary education for every child is essential (the UN's Millennium Development Goal for universal education).**

**Sharing good educational practices enriches the collective educational experience and widens the cultural horizons of everyone involved.**

**Forging respectful links between educational partners works to their mutual benefit.**

**Working directly with teachers and communities is the best way to build a strong framework for high standards of teacher training which, once in place, can be delivered by sustainable local networks.**

## **OUR POLICIES**

**Global Schoolroom's policies are proofed against our Mission Statement and Guiding Principles and aim to reflect best international practice.**

## **STATEMENT VOLUNTEER GRIEVANCE PROCEDURES**

Global Schoolroom recognise that volunteers have the right to raise grievances about any matter related to their volunteering (this could be in relation to another volunteer, a member of staff, or the manner in which they are being treated by Global Schoolroom).

The welfare of its volunteers is of paramount importance to Global Schoolroom. The grievance procedure is in place to ensure that all volunteers are dealt with in a fair manner.

### **PROCEDURE**

- If a volunteer has a complaint against a member of staff, another volunteer or the organisation in general they should first discuss this with their team leader/manager. The volunteer may be accompanied by a third party at this meeting
- If the team leader/manager is the person whom the complaint is against then the matter should be referred to the Programmes Manager
- If the matter is not resolved at this initial meeting the complaint should be made in writing to the Programmes Manager. This will require a special meeting made up of members of staff and volunteers which will be held within one month and treated in a confidential manner
- Records of all meetings should be kept by all those involved

## **TERMS AND CONDITIONS**

### **IRISH LAW**

You must respect the laws of Ireland and specifically, but not exclusively, be aware of your responsibilities under Irish law.

### **GLOBAL SCHOOLROOM POLICIES**

In addition, there are policies in a variety of areas, which Global Schoolroom Directors, Management, Staff, Volunteers and all other participants must be aware of and operate under where these policies are relevant.