



Chippenham LINK Transport  
Registered Charity No. 1067820  
[Chippenham Link](#)

## **Chippenham Link Scheme Information for Volunteers**

### **Volunteer Grievance Procedure**

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**Any Volunteer who feels they have been unfairly treated should follow the guidelines below.**

Contact Carolyn Carter, the Chair of Chippenham Link who will deal with the grievance, promptly, fairly and confidentially.

Another member of the Management Committee should be approached if the grievance concerns the Chair of Chippenham Link.

The grievance may be communicated verbally or in writing. The Chair of Chippenham Link may request confirmation in writing if she feels it necessary.

The Chair of Chippenham Link will respond to the grievance within 24 hours either offering a resolution or outlining the procedure and time scale for dealing with a more complex grievance.

Every effort should be made to resolve all grievances within 7 days of receipt. If this is not possible the Volunteer will be notified in writing.

If no solution can be reached between the Chair of Chippenham Link and the Volunteer the matter can be referred to the next Management Committee meeting.

Any volunteer who feels that their grievance has not been dealt with satisfactorily may contact:

**The Link Development Team, Community First  
Wyndhams, St. Joseph's Place, Devizes, SN10 1DD**

**Tel. 01380 722 241**