

Volunteer Disciplinary Policy

The Pony Club expects a high standard of conduct, integrity and loyalty from its volunteers. Volunteers should expect the same from The Pony Club.

Disciplinary procedure is helpful for the proper and successful functioning of The Pony Club and exist to ensure that issues are addressed and all individuals are treated fairly.

We handle disciplinary and grievance matters in a positive and pro-active manner and expect resolutions and outcomes to contribute to a process of continuous improvement.

The Volunteer Disciplinary Policy applies to all volunteers.

Some examples of misconduct, which may lead to disciplinary action being taken include:

- Safeguarding issues
- Refusal to comply with reasonable requests from the immediate supervisor
- Prolonged absence from a role where specified duties and/or attendance is required
- Incapacity to perform the duties of the post effectively due to drunkenness or unauthorised drug-taking
- Harassment of any Pony Club employee, volunteers or members
- Breach of confidentiality
- Breach of the Pony Club's rules including those related to Health and Safety
- Serious misrepresentation or negative representation of The Pony Club
- Unsatisfactory performance of the duties of the role

Informal Procedures

In the event of an issue arising from that conversation, the immediate line manager (and/or next level of seniority if appropriate) should arrange to have an **informal discussion** with the Volunteer.

This should result in sufficient improvement within a given timescale, so that no further action needs to be taken. This meeting will be conducted informally, although a note of the meeting and agreed actions will be kept. If it is agreed that training will improve the situation, this will be offered by The Pony Club

Formal Procedures

If the informal discussions and training (optional) 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, the immediate line-manager (and/or the next level of seniority if appropriate) should arrange a **formal meeting** with the Volunteer.

- The Volunteer should be informed of the date and time of the meeting in writing, and given every opportunity to attend
- This should include a statement setting out in writing the Volunteer's alleged conduct, characteristics, or other circumstances, which have led to action being contemplated
- The Volunteer should be given the opportunity to bring a friend or colleague and a reasonable opportunity (usually one week) to consider their response to the information given to them
- The meeting should be held in a quiet room which will be free from interruptions
- The meeting should be held by the immediate line-manager and with a member of the Rules and Compliance Committee with at least one other person besides the Volunteer present to take notes
- The Volunteer should 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.

If this process does not improve the situation **mediation** may be offered between the Volunteer and a person nominated by The Pony Club (usually a BOD or the Chairman of the Rules and Compliance Committee).

If a Volunteer is accused of serious misconduct (for example: a safeguarding offence, theft, an act of violence, malicious damage, deliberate falsification of documents, harassment) The Pony Club has the right to suspend him/her immediately while the case is being investigated.

In the case of an allegation against the Chairman of the Pony Club, the Trustees can have a vote of no confidence that may result in asking for the Chairman's resignation.

Potential Outcomes

A hearing may result in:

- no warning at all be issued
- verbal warning (that will be confirmed in writing)
- written warning
- final written warning
- dismissal

Following the formal meeting the volunteer must be informed of the decision made in writing including how long any conditions will last, the action which

may be taken if there is insufficient improvement, the right to appeal and details of the named person to whom they can appeal (usually Vice-Chairman).

A copy will be filed in The Pony Club Office.

Right of Appeal

If a Volunteer wishes to appeal they must write to the Vice Chairman giving their reasons for an appeal.

The Vice Chairman 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.

Following this meeting the Volunteer must receive written notification of the final decision within an agreed timeframe.

A copy will be kept on file at The Pony Club office