Problem Resolution Policy

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1. Introduction and Scope

This policy sets out the procedure to be followed where a concern exists between the British Association of Barbershop Singers (BABS) and a volunteer. Either party may raise a concern using this policy and expect a structured approach to the resolution of the problem.

Please note this policy should *not* be used where breaches of the Code of Conduct are concerned, as the complaints procedure within the Code of Conduct should be followed.

2. Objectives

The objectives of this procedure are:

- To ensure that volunteers are treated fairly and consistently
- To encourage volunteers to raise their concerns in a safe environment
- To encourage volunteers to improve their conduct where necessary
- To establish facts quickly and accurately

3. Examples of when this policy might apply

There are many different circumstances in which a volunteer or member of the Board of Trustees may want to draw attention to a matter which is causing concern.

Examples include:

- Persistent or serious breaches of BABS' policies
- Behaviour which is detrimental to BABS and the organisation's reputation
- Failure to carry out duties to the required standard (for any reason)
- Allegations of discriminatory behaviour / practices

In most cases, concerns and grievances can be resolved by bringing the matter to the attention of the individual in an informal conversation. For example, a volunteer might have been upset by an abrupt email sent by a colleague.

A written record of the conversation will be shared with all parties and kept on their file until their volunteer agreement with BABS ends.

In some cases, for more serious matters or for a persistent breach, the formal procedure is laid out below

4. Formal Process

The nature of the concern, complaint or grievance should be identified in writing and sent to the volunteer/attendee and the reporting Director whom the volunteer reports to or who is responsible for the event. If the issue relates to the volunteer's Director, it will be sent to the Chair.

A meeting will be called to discuss the concern or complaint:

- This will include the volunteer, the volunteer's reporting Director and a member of the BABS Board of Trustees who is not involved in the issue raised
- If the concern or complaint relates to the volunteer's reporting director, this initial meeting will not include the reporting Director, and will instead include two members of the BABS Board of Trustees who are not involved in the issue raised.
- The volunteer can bring a friend or representative to the meeting.

After the meeting it may be appropriate to carry out an investigation to establish the facts:

- The investigation will be carried out by a member of the BABS Board of Trustees who is not involved in the issue raised
- Both parties will be able to put their side of the story to the person carrying out the investigation.
- The volunteer can bring a friend or representative to all aspects of the investigation.
- If the concern or complaint relates to the volunteer's reporting Director, the reporting Director can bring a representative to all aspects of the investigation.

The person carrying out the investigation will make a decision based on the information available and recommend a course of action. The outcome will depend on the exact nature of the concern or complaint but possible outcomes include:

- Support or training to prevent the situation re-occurring
- Termination or suspension of a volunteer agreement
- A written record of the investigation will be shared with all parties and kept on their file until 6 years after their volunteer agreement with BABS ends.

5. Policy Review

This policy will be reviewed every 2 years by the Board of Trustees. It will also be reviewed in response to changes in relevant legislation, good practice, or in response to an identified failing in its effectiveness. Members of the BABS Council will be informed of any changes to the policy and be invited to comment.



Alistair Lamyman
BABS Director of Administration



Shanna Wells
BABS Chair

Version Control - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Board	July 2024	Initial draft approved	Biennially