

# SHIBA volunteer appeal: Procedures

*For SHIBA volunteers and supervisors*

## Process information

Appeals procedures occur after the processes established in the **Complaint about a volunteer** and the **Complaint by a SHIBA volunteer** forms and procedures documents which may be found on My SHIBA at [www.insurance.wa.gov/my-shiba](http://www.insurance.wa.gov/my-shiba).

## Informal discussion

Volunteers with a complaint, grievance or other issue are encouraged to first seek to resolve the situation in an informal conversation with their supervisor. Supervisors will take the complaint seriously and ensure that everything is done to try and resolve the issue informally. It is hoped that the majority of concerns will be resolved at this stage.

## Formal discussion

Formal discussions for complaints about a volunteer and by a volunteer are outlined in the **Complaint about a volunteer** and **Complaint by a SHIBA volunteer** documents and include the following stages:

### Stage 1: Complaint or grievance

1. If the volunteer feels that the matter has not been resolved through informal discussions, then they should put their complaint in writing and send it to their supervisor (usually a volunteer coordinator) or other supervisory designee.
2. A meeting (either in person or via other means) will be held between the volunteer and their supervisor (usually a volunteer coordinator) or designated staff to respond to the complaint(s) raised.
3. Following the meeting, the volunteer coordinator (or designated staff) will give a written response outlining how the complaint(s) will be responded to.
4. If the complaint is against another member of staff or volunteer, or requires further investigation, the sponsor site director or SHIBA program manager (or other designated person) may need to carry out further meetings or investigations.
5. A response following this meeting will include a reference to the **right of appeal described below in Stage 2**.

## ***SHIBA volunteer appeal***

### **Stage 2: Appeal**

1. If the volunteer feels the issue has still not been resolved satisfactorily, the volunteer may raise the matter with the SHIBA program manager. This complaint must be in writing, no more than three pages and cover:
  - A brief explanation of the original complaint or grievance including the issue, history and nature of the issue.
  - An explanation of why an appeal is being made.
  - A description of what the complainant is seeking in remedy.

#### **Submit written appeals to:**

SHIBA Program Manager

P.O. Box 40255

Olympia, WA 98504

Or send to [shiba@oic.wa.gov](mailto:shiba@oic.wa.gov)

2. The SHIBA program manager will invite the volunteer to a meeting (either in person or via other means) where they can discuss the matter and establish how best to resolve the situation. The volunteer has a right to be accompanied to the meeting.
3. Following the meeting, the SHIBA program manager will give a written response within ten business days of the meeting outlining how the complaint will be responded to and/or a final decision.
4. If the complaint is against a member of staff or a volunteer, or requires further investigation, the SHIBA program manager may choose to carry out further meetings or investigations. In this case, the ten business days limit above may need to be extended. All reasonable efforts will be made to complete the appeal process in a timely manner.

Volunteers should note that the initial decision regarding the volunteer's status and issue(s) will be in effect, pending the outcome of the appeals process.

Decisions of the SHIBA program manager will be considered final.