



Starfish's Foundation

Grievance Policy

Starfish endeavors to treat everyone fairly and aims to provide a workplace free from bullying, harassment and violence. If a volunteer feels they have experienced something that breaches our code of conduct or have seen others behaving in a manner that breaches our code of conduct, they must approach the volunteer manager to discuss the issue. They must follow up this conversation with a short email summarizing the problem so that both volunteer and manager have an electronic copy of the issue raised. The complaint will be reviewed in relation to Starfish Foundation's policy and Code of Conduct.

The volunteer must speak to the volunteer manager to try and resolve the issue informally by taking part in mediation and/or suggesting solutions and desired outcomes, where appropriate. If the issue cannot be resolved informally, or it involves allegations of violence or sexual harassment, then the volunteer can raise a formal grievance.

A formal grievance can be raised if there is an allegation of bullying, or any form of discrimination, use of drugs or alcohol on shift, sexual harassment or violence, or any other serious breach of the Code of Conduct. Those who wish to make a formal grievance, shall inform the volunteer manager. All parties involved will immediately take a leave of absence from Starfish while investigations take place. This is non-negotiable and is part of the contract every individual makes when volunteering with Starfish. Consequently, an investigation undertaken by Starfish management, consisting of a discussion with the subject of the grievance as well as with any other witnesses to the alleged offence. Access to relevant emails or text messages may be requested if necessary. Notes and/or an electronic copy will be made of all interviews undertaken. If the allegation involves more than one member of the team, or a member of the Starfish management, an independent investigation will be undertaken by a mediator.

A panel of three long-term Starfish members will discuss the findings and may ask the people involved further questions. The panel will aim to come to a conclusion within five days, which will be delivered orally and in writing. Conclusions can consist of no case to answer, formal warnings, suspension and dismissal. All decisions are final.



If there are allegations of violence, sexual assault, or breach of local law, the person making the allegation will have our support in involving the police to resolve the matter, if that is what the person wishes, and also will have access to professional psychological support. Starfish cannot investigate serious crimes in lieu of the police and is not a legal body with the capacity to convict people against whom allegations are made.

All parties are bound by confidentiality and will not share information about grievances with outside parties except those persons who, at the discretion of long-term Starfish members have a legitimate need to know.