



Grievance Policy and Procedures

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Volunteer Conduct

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff, and clients of PJI. All Volunteers agree to:

- I agree to attend the volunteer orientation training, safety training, and/or other required training.
- I have read, signed, and understand the confidentiality agreement.
- I will dress in a neat and clean fashion, in a manner appropriate to my assigned duty.
- I will wear the identification provided to me by ShareFair.
- I will conduct myself in a professional manner.
- I will respect the rights and dignity of all volunteers, clients and participants of the activities for which I assist as a volunteer.
- I will promptly address any issues or concerns with my assigned supervisor.
- I will perform tasks within my scope of knowledge and skill and license/credentials while engaged as a Princeton Justice Initiative, AmeriCorps Seniors volunteer.
- I commit to participating in response activities according to my assigned involvement.
- I will not speak to the press/media unless authorized to do so.
- I will participate in debriefings and provide feedback.
- I will complete all forms, reports, or other required documentation.

Confidentiality Issues

In keeping with the ethics, values, and principals of Princeton Justice Initiative and of the Privacy Act of 1974, volunteers will keep private and confidential the following information that includes:

1. all transmitted electronic data (email, fax, cell phone, internet, et al.)
2. all records/files/conversations (active or overheard) pertaining to PJI's clients/donors/volunteers/staff.
3. all names, addresses, phone numbers, emails, and physical/mental status, pertaining to the PJI's clients/donors/volunteers/staff.
4. volunteers will shred/throw away all documents that are no longer needed, as instructed by staff.
5. if uncertain what information (financial, client related, etc.) is confidential, volunteers will ask staff for clarification.
6. as a matter of professionalism, volunteers will not partake in the instigation or spreading of libel or slander in the forms of rumors, gossip or written material.

Volunteers understand that if the above information is not kept confidential; they may be immediately dismissed from their volunteer service positions.



Complaints And Communications

If a volunteer has any problems or concerns relating to their volunteerism at PJI, they are first expected to discuss the issue with both their supervisor and a Board member. If the issue or cause for concern is related to other areas of PJI or of general concern, they are first expected to discuss the issue with their immediate supervisor for advice and counsel.

If at any point they feel that they have not received a timely and satisfactory resolution, they are encouraged to request a formal meeting/conference with both the manager and the Director of Advancement. If requested, other managers or the Executive Director can be invited for the conference. This expected chain of resolution – prior to a formal grievance procedure – shall look like this:

1. Discuss issue with immediate supervisor.
2. Discuss issue with the Board of Directors.
3. Request a conference with immediate supervisor or staff member – other staff members can be requested to attend this meeting as determined appropriate.
4. Start formal grievance procedure.

Grievance Policy

In consideration of the possibility that a dispute, complaint or problem may arise periodically concerning service conditions, policies and practices/protocols or decisions made by a PJI representative that affect an individual's service is of a more serious nature, PJI's Board of Directors has established the following grievance procedure. It is the intent of this policy and procedure to afford individuals a voice in these matters that have a potential adverse, unjust, or inequitable effect on their service conditions. Such issues may be honest differences of opinion, judgment, or business situations, but PJI acknowledges the importance of their guided expression. PJI is eager to solve problems objectively and confidentially and as promptly and justly as possible, without any concern over reprisal or recrimination. **In the case where the individual wishes to engage legal representation, this is permissible at any point in the process.**

The formal grievance procedure is as follows:

1. Written Grievance – Present the issue in writing (not via email) to the **CEO and Board Chair, who will carefully investigate, examine, and evaluate the factual basis for the situation to reach a satisfactory solution.** Every effort will be made to provide the volunteer with a written decision, and the reasons thereof, within ten working days from the time the grievance is submitted. If the **appropriate PJI official's** decision is not satisfactory, proceed to step 2.
2. Director Meeting – Within five working days following the receipt of the appropriate **CEO and Board Chair's** decision, the individual should arrange an appointment to present and discuss the issue with the Director. Based on further information provided in this meeting, or related written documents, the Director may conduct further inquiries to fully consider all relevant facts and circumstances, followed by a final written decision to the employee and others concerned generally within fifteen working days.
Resolution - In some cases, formal disciplinary action may be deemed appropriate. Progressive discipline steps may include, but are not limited to, verbal warnings, written warnings, suspension, and separation from service. PJI retains the right to administer



discipline in any manner it deems suitable and any of the steps listed above may be skipped. Separation from service may occur at any time without any progressive discipline steps having been taken. The specific disciplinary action taken will be tailored to the severity of the problem and applied consistently and fairly. If you believe that you have been inappropriately disciplined, you should contact the Board of Directors.

Formal Complaints involving an AmeriCorps Member will include the engagement of EEO Director of AmeriCorps or AmeriCorps designee

Progressive Workplace Discipline Policy

PJI has adopted rules and standards to ensure productive operations. The best interest of PJI lies in ensuring fair treatment of all volunteers and in making certain that discipline is prompt, fair and uniform. PJI endorses a philosophy of progressive discipline in which it attempts to provide volunteers with notice of deficiencies and an opportunity to improve whenever practical or reasonable. Volunteers' performance and conduct is evaluated on an ongoing basis, with feedback provided when necessary. Informal discussions may be used to ensure that volunteers know and follow rules and standards. These discussions should focus on clarifying expectations, providing appropriate training, development, and coaching volunteers.

Dismissal of Volunteer Via Progressive Discipline Policy

The purpose of the progressive discipline policy is to define the procedures for correcting volunteer misconduct and to help the volunteer meet the expectations of the job.

- to encourage all volunteers to perform their jobs in a competent and committed manner.
- to reduce the incidence of disciplinary problems by providing clear expectations of general job performance.
- to increase volunteers' sense of security by ensuring that discipline will be applied only for cause according to accepted practices and within the limitations of the law.
- to protect volunteers from the unsafe actions of their co-workers that might put them in physical or emotional jeopardy.
- to assure all volunteers that basic disciplinary procedure will be applied uniformly.

The sequence of actions under the progressive disciplinary procedures is as follows:

1. Informal meeting and verbal warnings, documented in the volunteer's records.
2. Written notices of deficiencies in the volunteer's records.
3. Formal meetings documented by written records.
4. Written notice of termination of volunteer services.

Examples of Termination

Termination for cause/malfesance/misconduct may be immediate, without warning or notice. Such termination may be initiated by PJI for any of the following reasons, including, but not limited to:



- Refusal or failure to perform reasonable work as assigned by the supervisor or specified in the job description.
- Being at work under the influence of any intoxicating drug or chemical which is illegal, or which interferes with work performance, or which may adversely affect safety.
- Excessive or unauthorized tardiness or absenteeism.
- Using abusive, profane, obscene or derogatory language.
- Misusing PJI funds, equipment or property.
- Conduct inconsistent with the values or philosophy of PJI. Performing illegal acts.
- Repeated insubordination.
- Any other conduct not in keeping with the codes and policies of PJI.

Exiting Volunteerism

A volunteer may exit or resign from their volunteer service at any time. It is requested that once the decision is made that they provide advance notice and the reason for their departure. Resignation must first be made to their direct supervisor; supervisors will then inform the Board of Directors. A formal exit-interview may be requested of the volunteer prior to the last day of service. All manuals and training materials must be returned when volunteering has ceased for any reason.

Anyone who has formally exited or resigned must re-apply to volunteer at PJI if they wish to return to service, regardless of the difference in position or department.

Any volunteer may voluntarily leave their position at any time. When possible, all volunteers are encouraged to provide written notice of intention to resign two weeks prior to the date of separation. In all cases, every effort will be made to have the volunteer separate from PJI in a positive manner.