



Purpose The purpose of this Grievance Policy is to establish a fair and efficient process for volunteers of the Historic Army Aircraft Flight to raise and resolve concerns or complaints they may have about their work or work environment. This policy is designed to promote a positive and productive work environment where volunteers feel supported and valued.

Scope: This policy applies to all volunteers of the Historic Aircraft Flight Charity.

Policy: The Historic Army Aircraft Flight is committed to creating and maintaining a positive and productive work environment for all volunteers. We recognize that from time to time volunteers may have concerns or complaints about their work or work environment, and we encourage them to raise such concerns without fear of reprisal.

Volunteers are encouraged to raise concerns or complaints with their immediate supervisor or another appropriate member of the organization. If a volunteer is uncomfortable discussing the concern with their immediate supervisor, they should seek guidance from the leadership team.

All grievances will be treated with confidentiality and will be addressed promptly and fairly. The following steps will be followed in addressing grievances:

Step 1: Informal Resolution. The volunteer should first attempt to resolve the concern or complaint informally by discussing it with their immediate supervisor or another appropriate member of the organization. The supervisor or appropriate member of the organization should listen to the volunteer's concern and attempt to address the issue in a timely manner.

Step 2: Formal Grievance. If the volunteer is not satisfied with the outcome of the informal resolution, or if the concern is too serious to be handled informally, the volunteer may file a formal grievance with the leadership team. The grievance should be in writing and include a description of the concern or complaint, the steps taken to resolve the issue informally, and the desired outcome.

Step 3: Investigation and Resolution. The leadership team will investigate the grievance and may meet with the volunteer and/or other relevant parties to gather information. The leadership team will make a determination and provide a written response to the volunteer within 10 business days of receiving the grievance. If additional time is needed, the leadership team will notify the volunteer in writing.

Step 4: Appeal. If the volunteer is not satisfied with the outcome of the grievance, they may appeal in writing to the Board of Directors within 10 business days of receiving the written response from the leadership team. The Board of Directors will



review the appeal and provide a final written determination within 20 business days of receiving the appeal.

Retaliation The Historic Army Aircraft Flight prohibits retaliation against any volunteer who raises a concern or complaint under this policy. Any volunteer who believes they have been retaliated against for raising a concern or complaint should report the retaliation to the leadership team.

Policy Review This policy will be reviewed annually by the leadership team and revised as needed to ensure it remains effective and compliant with all applicable laws and regulations.

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