

Good Samaritan Health & Wellness Center
Policies and Procedures

Subject: Volunteer Conflict Resolution	Policy #: 2.3
Prepared by:	Revision #:
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2.3 Volunteer Conflict Resolution

The Center will be a workplace that prides itself on fairness and positive relations among employees and volunteers. Should a volunteer have a work-related problem or feel that s/he is being treated unfairly, all attempts will be made to resolve the matter.

Any volunteer should first contact his/her CTL regarding any work-related problem. After all normal avenues of contact are exhausted and the volunteer's problem is not resolved; the volunteer may then contact the Volunteer Director. If the Volunteer Director cannot accomplish a satisfactory solution, the Executive Director, the Chairman of the Board of Directors or a member of the Personnel Committee may be contacted in person accompanied by a written statement of the problem from the Volunteer Director.

All documentation related to the problem and resolution will be maintained in a confidential file. The use of this process for resolution will be without risk to the present or future volunteer status.