

Statement of Purpose

The Council's volunteer/parental policies are designed to provide fair and equitable treatment as well as satisfactory conditions for all volunteers/parents. The Council hopes that current standard operating procedures and guidelines (*position descriptions, work, volunteer plans, performance management goals, personnel/EEO policies and procedures, and communication on a regular basis*) will prevent situations from causing concern or conflict.

The procedures described below are available for volunteers/parents who feel that they have been dealt with unfairly. This process provides a mechanism for resolving an issue at the earliest opportunity. Once initiated, this procedure may be terminated at any time upon agreement of the parties concerned.

- Step 1: The volunteer/parent should talk things over with his/her immediate supervisor (*or person in a leadership position, i.e., Leader/Service Unit Manager*). If requested, he/she should put the issue in written form. His/her supervisor will confer with level of management necessary to address his/her concern. The volunteer/parent will get a response within five working days.
- Step 2: After five working days have passed and/or his/her supervisor has made a decision that he/she feels is not satisfactory, the next level of appeal is to the Council Representative for the Service Unit (*membership staff assigned*). A concise written statement of the problem and/or a phone call with the desire to continue the formal problem resolution procedure (*with a copy to the Senior Vice President of Membership Services, 1-800-374-9811*) must be included with any documentation from step one. Within ten working days of receipt, a phone call or a written decision will be provided to the volunteer/parent.

It is not possible to list all forms of behavior that are considered unacceptable in the volunteer services arena. The following are examples of infractions of rules that may result in disciplinary action, up to and including termination of volunteer services:

- Failure to satisfy the conditions of services
- Unsatisfactory service performance, including, but not limited to, failure to follow established safety guidelines
- Failure to perform essential functions of the job, with or without reasonable accommodation, if requested and necessary
- Discrimination against any person associated with the Council (*girls, parents, other volunteers, etc.*) according to EEO guidelines
- Any form of immoral, unethical or grossly improper conduct
- Possession of illegal drugs, narcotics or intoxicants while participating in a volunteer service
- Insubordination or refusal to perform services as expected
- Mishandling of the funds of the Troop, and or Council affiliates

All volunteers are expected to achieve and maintain GSCBC, Inc.'s high standards for performance and behavior. Volunteers who violate standards or policies set forth in this document are subject to discipline. This corrective action is intended to give the volunteer a reasonable opportunity to correct the problem. Disciplinary action may call for dismissal of the volunteer.