

**READY READERS
PROGRAM COMMITTEE POLICY
VOLUNTEER GRIEVANCE POLICY AND CORRECTIVE ACTION PLAN**

1. Volunteer Grievance Policy

The following grievance procedure of Ready Readers is available, at the option of the volunteer, to assist in a prompt resolution of volunteer problems. This grievance procedure is available to all volunteers.

Step 1: The volunteer will discuss the problem with the Volunteer Program Coordinator and or the Executive Director within five workdays of the occurrence of the event that gave rise to the problem.

Step 2: If the problem has not been resolved and the volunteer wishes to pursue the matter, he/she may bring it to the attention of the Executive Director or the Board President within five days after the initial response.

Step 3: The Board President or the Executive Director will issue the final disposition of the grievance within 15 workdays.

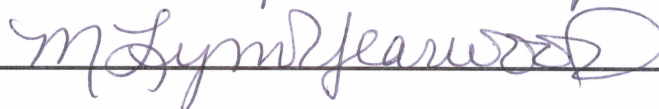
All discussions and/or meetings regarding the grievance between the aggrieved volunteer, supervisory staff, Executive Director and the Board President **MUST** be recorded in writing, signed by the participants, sealed and filed in the Corporate Office volunteer files.

The disposition of any grievance shall **NOT** be considered as precedent setting. Information received and shared during the grievance procedure will be handled in a confidential manner.

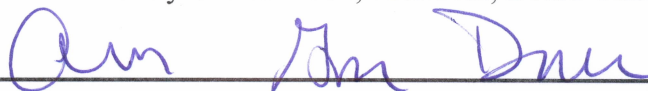
2. Volunteer Corrective Action Plan

In the event a volunteer does not satisfactorily perform his/her assigned duties, or should other issues/concerns arise, the Volunteer Program Coordinator, the volunteer and the Executive Director will meet to discuss the situation and possible courses of action. In the event that problems persist, the volunteer may be dismissed after meeting with the Volunteer Program Coordinator and the Executive Director who will outline the reasons for the dismissal. A written report regarding the problems, corrective measures and reasons for dismissal will be completed by the Volunteer Program Coordinator and will be forwarded to the Board President.

Adopted as of the 9/12 day of September 2011



M. Lynn Yearwood, President, Board Chair



Ann Dillon, Secretary