**Volunteer/Sponsor Rights, Grievance, and Termination Policy**

A copy of this policy should be presented to each volunteer.

**All clients of [Insert Affiliate Name] have the following rights:**

* The right to be treated with respect in all interactions.
* The right to dignity, humane treatment, and freedom from any form of abuse or exploitation.
* The right to privacy and confidentiality.
* The right to have identity and photo protected from public use without signed consent.
* The right to request to speak with a supervisor and/or file a grievance if unsatisfied with services.

**All volunteers/sponsors of [Insert Affiliate Name] have the following rights:**

* The right to be treated with respect in all interactions.
* The right to dignity, humane treatment, and freedom from any form of abuse or exploitation.
* The right to terminate services/program participation if these rights are violated.

**All Staff of [Insert Affiliate Name] have the following rights:**

* The right to be treated with respect in all interactions.
* The right to dignity, humane treatment, and freedom from any form of abuse or exploitation.
* The right and responsibility to safeguard client’s privacy and confidentiality.
* The right to speak with a supervisor and/or file a grievance if unsatisfied with services provided by a volunteer.

**Grievance Procedure:**

If you feel your rights as a volunteer of [Insert Affiliate Name] have been violated, or if you are otherwise dissatisfied with your program participation, you may follow the following grievance procedure:

1. Present the matter directly to a staff member either in person, in writing or by telephone. If possible, discuss your concerns directly with the staff member involved in the grievance.

2. Contact the staff member’s supervisor to discuss your experience.

* Send an email to the staff member’s supervisor expressing your grievance.
* And/or call or email the staff member’s supervisor to request a grievance meeting where you can express your grievance face to face.

If you are dissatisfied with the actions taken in response to your grievance, you have the right to contact the national headquarters of Church World Service to file a grievance. Contact information: [irpfeedback@cwsglobal.org](mailto:irpfeedback@cwsglobal.org), 855-670-0080

**Termination Policy:**

The staff of [Insert Affiliate Name] have the right to terminate volunteers at will. Reasons for termination and separation can include but are not limited to the following.

* Violation of the above listed rights between volunteer and client.
* Violation of volunteer confidentiality policy or social media policy.
* A hostile environment created by volunteer resulting in a complaint from client.
  + Violation of boundaries such as direct large financial giving, over involvement in core services, ignoring corrective behavior, proselyting and failure to adhere to trainings.

By signing this agreement, volunteers and staff expressly acknowledge and agree to all its terms and conditions.

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Volunteer Name Volunteer Signature

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Staff Name Staff Signature