

## **Model: Volunteer complaints policy**

We welcome the involvement of volunteers in this organisation and we try to ensure that the volunteering experience is a rewarding one. We try to get things right but occasionally we fall short of volunteers' expectations. We therefore welcome comments on how volunteering with us can be improved. However, if something is not resolved to your satisfaction you have the right to make a complaint. This procedure is set out below.

Your complaint will be:-

- dealt with as quickly as possible
- handled fairly and politely; and
- investigated fully

### **How can a volunteer complain?**

We wish to be as flexible as possible in receiving complaints. Volunteers can complain:

- by letter
- by phone
- in person
- by email
- on behalf of someone else

Our **COMPLAINTS PROCEDURE** has three stages:

#### **STAGE 1: FIRST INFORMAL COMPLAINT**

You should, in the first instance, make your concerns known to the Volunteer Manager. S/he will try to resolve the matter immediately and informally, but if this is not possible, you will be asked if you wish to make a formal complaint.

## STAGE 2: FORMAL COMPLAINT

If you wish to proceed, you will need to put your complaint in writing addressed to the Volunteer Manager. Your complaint will be acknowledged in writing or by phone within 5 working days and we will aim to resolve the complaint within 10 working days. If this target of 10 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding. If the complaint involves the volunteer manager, you may address it directly to *[insert name and role]*

## STAGE 3: My complaint has been investigated, but I am still not satisfied

At this stage the complaint will be dealt with by the *[insert name and role]* in conjunction with a member of the management committee who will carry out an investigation and provide a response within 28 working days. Their findings will be presented to sub group of the management committee and their response will be final.

## Policy Review

This policy will be reviewed every 2 years, or sooner should changes to the law or organisational change necessitate it.

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