

# **[Organisation logo] VOLUNTEER COMPLAINTS POLICY**

## **Purpose**

We value the involvement of volunteers in this organisation and try to ensure that our volunteers find their experience with us positive and rewarding. We will always try to get things right, but should we fall short of volunteers' expectations we welcome their feedback. However, if something is not resolved to your satisfaction you have the right to make a complaint.

This procedure for making a complaint is set out in this policy. We are committed to handling your complaint:

- fairly and politely
- as quickly as possible; and
- in thorough detail.

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

Volunteers can complain in person or by letter, phone or email. Our Complaints Procedure has three stages:

### 1: First Informal Complaint

You should, in the first instance, make your concerns known to your named contact/support person within the organisation (their details are noted on your Induction and Volunteer Agreement). 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.

### 2: Formal Complaint

If you wish to proceed, you will need to put your complaint in writing addressed to your named contact/support person within the organisation (their details are noted on your Induction and Volunteer Agreement). Your complaint will be acknowledged in writing or by phone within 3 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 your named contact/support person, you should address it directly to the Chief Executive Officer.

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

At this stage the complaint will be dealt with by the Chief Executive Officer in conjunction with a member of the Board of Trustees who will carry out an investigation and provide a response within 28 working days.

Their findings will be presented to the Board of Trustees and their response will be final.

***Policy Last Updated By:***

***Date Policy Updated:***

***Next Policy Review Date:***