

Complaints Policy for Volunteers

We want to treat volunteers well.

We have written this policy to make sure everyone is treated fairly.

We will:

- deal with your complaint as quickly as possible
- handle it fairly and politely
- investigate fully

Complaints by a volunteer

1. If you have a complaint, talk to the Volunteer Co-ordinator. If your complaint is about the Volunteer Co-ordinator, talk to the Chair of the Board.
2. If you are not happy with the response to your complaint you should write to the Chair of the Board. The Chair will talk to you and other people to try to sort out your complaint. The Chair will write to you within 2 weeks.
3. If you are still not happy, the Chair and someone else from the Board will look at your complaint again. They will write a report to the Board. The Board will decide what to do. The Board will write to you.

Problems with a volunteer

Sometimes we may be

- unhappy with a volunteer
- worried that a volunteer has done something seriously wrong

If this happens, we must find out more and decide what to do.

This is what we will do:

- 1 We will try to sort problems out by talking with the volunteer.
- 2 If we are still unhappy, the Volunteer Co-ordinator will hold a meeting with the volunteer. The volunteer can bring a friend.
- 3 If we are still unhappy, the Chair and Volunteer Co-ordinator will meet with the volunteer.

Serious allegations about a volunteer

Sometimes a volunteer will do something seriously wrong, or we may be told that they have done something seriously wrong.

If this happens, we will tell them to stop volunteering straight away. We will try to find out the truth.

If the allegation is about something illegal, like stealing, we will tell the police.

Safeguarding

If the allegation is about abuse, we will use our Safeguarding procedure. This means we will tell the person in social services who helps keep adults safe.

Sometimes the Chair and a senior paid worker can hold a meeting with the volunteer to explain what we have found out. But the police or social services may say we are not allowed to do this.

When the police or social services have finished their investigation, we will meet with the volunteer.

If the police or social services say that the volunteer has done something seriously wrong, we will tell the volunteer that they cannot come back.

If the police or social services say that the volunteer has not done anything wrong, we will tell the volunteer that they can come back.