



Volunteer Complaints and Disputes Policy

Introduction

The general aim is that volunteering is a positive experience for everyone involved. There are occasions however when problems may arise. This policy covers what to do when a volunteer raises a concern or complaint and how to handle any concerns or complaints that ONE KEGWORTH may have about a volunteer.

Dealing with complaints and disputes

All complaints and disputes will be resolved openly, fairly and quickly to:

- Protect our volunteers
- Minimise any risk of disruption to the members of the public, and other volunteers
- Demonstrate that ONE KEGWORTH respects its volunteers
- Protect the reputation of the ONE KEGWORTH

Complaints from volunteers

Volunteers have the right to complain if they feel that they have been unfairly treated. The procedure will follow the two stages below:

Verbal complaint

This is the initial discussion and may be informal in nature. Many complaints can be resolved at this stage. The initial complaint should be raised with the Volunteer Co-ordinator who supervises the volunteer and the matter will be brought to the attention of the Management Committee. If the complaint is about the Volunteer Co-ordinator, then it will be referred to the Management Committee.

Written complaint

If the problem is not satisfactorily resolved then it should be raised in writing. A response will be provided within 10 working days, if more time is needed then a holding letter will be sent with the reason for the delay and a date when the outcome should be received by.

Right to appeal

Volunteers who are not satisfied with the outcome of their written complaint will have the opportunity to address this to the ONE KEGWORTH management committee to review the case. The Management Committee's decision on the matter will be final.

The full procedures for dealing with complaints and disputes can be found in Appendix 1

Signed: *[Signature]*

Dated: 11/03/19

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Appendix 1