

## **Complaints Procedure (Example Only)**

(Name of Organisation here) strives to implement equal opportunities in all aspects of its work. The following complaints procedure can be used by a volunteer who feels that he or she has been subjected to inappropriate behaviour by any member of staff, or another volunteer.

- Stage 1. If a Volunteer feels that they have grounds for complaint they should initially raise the matter with their manager (as defined in their task description) either verbally or in writing. The manager will hold a meeting with those concerned to discuss the issue as soon as possible, and in no case more than ten working days after the complaint has been lodged.
- Stage 2 If the matter is not satisfactorily resolved within ten working days, the Volunteer should put the complaint in writing, to the Project Manager, who will endeavour to meet with all concerned parties within ten working days. This meeting should be as informal as possible and should aim to set targets for progress and a review date.
- Stage 3 If the matter has still not been satisfactorily resolved, the Volunteer has the right to have the complaint heard by the Chair of the Management Committee/Board, who will hold a meeting with all those concerned within ten working days of a referral from Stage 2. The decision of the Chair is final.

The Volunteer has the right at all stages to be accompanied by a colleague or friend.

If a complaint is being made about an individual, all stages will start with the line manager of the individual concerned, although it is assumed that the volunteer will communicate their concerns to that individual wherever possible, and that every attempt will be made to resolve the complaint at that stage.

The right to make a complaint does not affect any action taken by (Name of Organisation here) whilst the complaint is being pursued where it believes volunteer performance or conduct is not to the standard required. Such action could reasonably include suspension of the placement during this period or deployment on another task or in another section.

