

VOLUNTEER COMPLAINTS PROCEDURE

1. CONCERNS AND/OR COMPLAINTS FROM VOLUNTEERS

- 1.1 Volunteers have a right to raise concerns about any aspect of their volunteering. All concerns raised by volunteers will be dealt with fairly, quickly and effectively in accordance with the procedure below.
- 1.2 If volunteers have a problem or need to raise a concern about their placement or a member of staff, they should contact their known member of staff/ Volunteer Coordinator in the first instance for the matter to be resolved informally.
- 1.3 Where the issue is unresolved at a local level, or the volunteer does not feel able to speak to the known person, the volunteer should speak to the Volunteer Coordinator/ Manager.
- 1.4 If the issue is still unresolved, the volunteer should speak to the Volunteer Coordinator/Manager's line manager.

2 CONCERNS OR COMPLAINTS ABOUT VOLUNTEERS FROM STAFF AND/OR SERVICE USERS

- 2.1. In the case of a concern or complaint about a volunteer, this will be dealt with fairly, quickly and effectively in accordance with the procedure below.
- 2.2. It will be resolved at a local level by the Volunteer Coordinator/Manager where possible.
- 2.3. All formal complaints raised will be acknowledged in writing within 5 working days, with a clear timescale indicated as to when a further response can be expected, if appropriate. This further time may be required for more details.

3 ALL FORMAL COMPLAINTS

- 3.1. Where a complaint/concern cannot be satisfactorily resolved at a local level, or a formal complaint is made this should be made in writing to the Service Liaison Team who will ensure it is dealt with in line with Trust policy procedure.
- 3.2. All formal complaints raised will be acknowledged in writing within 5 working days, with a clear timescale indicated as to when a further response can be expected, if appropriate. This further time may be required for more information to be collected.