

EXAMPLE COMPLAINTS PROCEDURE



Complaints procedure

Occasionally a volunteer may have a disagreement with members of [name of organisation]. If this cannot be resolved satisfactorily between the volunteer and their supervisor, the volunteer may approach their supervisor's manager outlining, in writing, the details and circumstances of the complaint. Complaints will be acknowledged within 5 days of receipt. If appropriate, a complaints panel will be held within 30 days of receipt.

If a volunteer has any other form of concern then they should discuss this directly with their supervisor and a response will be given within 21 days. The volunteer supervisor will ensure that the volunteer's views are treated seriously and dealt with fairly and confidentially.

Where a [name of organisation] member of staff has a concern regarding a volunteer's conduct, performance or reliability they will discuss this with the volunteer's supervisor. If the issue is not resolved this will be discussed with the supervisor's line manager and [name of organisation]'s Chief Executive.

Ending the volunteer relationship

For some roles, the opportunity will run for a specific duration. At the conclusion of the role, we will arrange an informal exit interview during which we welcome the volunteer's feedback about their experience and any suggestions for improvement of [name of organisation]'s services. The relationship with volunteers is not contractual and there is no formal obligation on the volunteer to give [name of organisation] notice that the arrangement is ended.

However, as courtesy we would ask volunteers to give us 2 weeks' notice if they wish to stop volunteering with us and likewise we will give 2 weeks' notice when ending the arrangement. In these circumstances, we will still conduct an informal exit interview with the volunteer.

If a volunteering role is terminated as a result of misconduct, then the volunteer will be asked to leave [name of organisation] with immediate effect.