

## **Volunteer Complaints Procedure**

Home-Start values its relationships with volunteers and should a problem arise about which the volunteer feels aggrieved, the following procedure should be followed in order to settle all individual complaints and to avoid disputes between Home-Start and the volunteer.

### **Stage One**

A volunteer is encouraged to raise informally with the organiser/co-ordinator any matter of concern at an early opportunity thereby enabling matters to be resolved without difficulty. The organiser/co-ordinator will investigate the matter on behalf of the volunteer and respond to the volunteer within seven working days of the issue being raised, if possible, with the organiser/co-ordinator.

### **Stage Two**

If the matter is not resolved, the volunteer may refer the matter to a trustee either verbally or in writing. The trustee will acknowledge promptly the complaint either verbally or in writing and advise the volunteer how the complaint will be investigated and the timescale involved. The trustee will endeavour to produce a written statement of the complaint and the result within 28 days of referrals.

### **Stage Three**

If the matter still remains unresolved the volunteer may refer the matter to the appeal committee. This panel, which should be specifically convened to hear the volunteer's complaint, should consist of the chair of the trustees, and two other trustees. None of the members of the appeal committee should have been involved in any prior stage of the complaints procedure. If the chair has

been involved, the deputy chair or treasurer should act in place of the chair. The appeal committee will meet if possible within 15 working days of the referral to consider the facts of any unresolved complaint and decide the outcome. The volunteer is entitled to attend the hearing to put forward his/her complaint and may be accompanied by a representative.

**Note**

If the volunteer feels unable to raise his/her complaint with the organiser/co-ordinator, as the volunteer's complaint relates to or is associated with the organiser/co-ordinator, the volunteer should proceed directly at Stage Two.