

## **Complaints Procedure**

If a volunteer has a complaint against a member of staff or another volunteer, in the first instance they should discuss the matter with their line manager. The volunteer may be accompanied by a colleague at this meeting. If the line manager is the person complained against, then the matter should be referred to his/her senior manager or another appointed senior manager. Complaints if not resolved, should be made in writing to the relevant senior manager and will be dealt with quickly and in a confidential manner.

The Human Resources Manager will act in an advisory role if required. An appeal can be made to the Director, whose decision is final.

If a staff member has a complaint about a volunteer or their work, in the first instance they should discuss the matter with the volunteer and their line manager. This discussion may indicate a training need for the volunteer, extra support or supervision, or a change of department which should be discussed with the Co-ordinator. If the matter cannot be resolved in this manner, then the complaint should be made in writing to the relevant senior manager. The volunteer has the right to put his/her case to the senior manager and be accompanied by a colleague. Following this an informal warning may be issued to the volunteer to improve conduct or performance. An informal warning does not form part of the disciplinary procedure. As a result of the informal warning, a review meeting will follow to discuss any improvements which have taken place. If sufficient progress has been made, no further action will be needed. However, if there is insufficient progress an oral warning would be issued, which forms part of the formal disciplinary process. The volunteer will be informed in writing of this warning and informed that more than one warning could lead to exclusion from the Centre. A volunteer has the right to appeal against any complaint to the Director, whose decision is final.

If a volunteer is unable to meet the standard of work required by the line manager, or if the volunteer feels they are not getting enough from working at the Centre, and neither of these can be improved by support or training, every effort will be made to find more suitable work for the volunteer, either within the Centre or elsewhere.