

Wales Council for Voluntary Action

Supporting charities, volunteers and communities

Model policy series

3 Volunteer complaints policy



We welcome the involvement of volunteers in this organisation and we try to ensure that the volunteering experience is a rewarding one. We try to get things right but occasionally we fall short of volunteers' expectations. We therefore welcome comments on how volunteering with us can be improved. However, if something is not resolved to your satisfaction you have the right to make a complaint. This procedure is set out below.

Your complaint will be:-

- dealt with as quickly as possible
- handled fairly and politely; and
- investigated fully

How can a volunteer complain?

We wish to be as flexible as possible in receiving complaints. Volunteers can complain:

- by letter
- by phone
- in person
- by email
- on behalf of someone else

Our **COMPLAINTS PROCEDURE** has three stages:

STAGE 1: FIRST INFORMAL COMPLAINT

You should, in the first instance, make your concerns known to the Volunteer Manager. S/he will try to resolve the matter immediately and informally, but if this is not possible, you will be asked if you wish to make a formal complaint.

STAGE 2: FORMAL COMPLAINT

If you wish to proceed, you will need to put your complaint in writing addressed to the Volunteer Manager. Your complaint will be acknowledged in writing or by

phone within 3 working days and we will aim to resolve the complaint within 10 working days. If this target of 10 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding. If the complaint involves the volunteer manager, you may address it directly to [*senior manager*]

STAGE 3: MY COMPLAINT HAS BEEN INVESTIGATED, BUT I AM STILL NOT SATISFIED

At this stage the complaint will be dealt with by the [*chief officer*] in conjunction with a member of the management committee who will carry out an investigation and provide a response within 28 working days. Their findings will be presented to sub group of the management committee and their response will be final.

The information in this document is for information only. It is not a substitute for professional advice and we cannot accept any responsibility for loss occasioned as a result of any person acting or refraining from acting upon it.

Wales Council for Voluntary Action

Baltic House, Mount Stuart Square,
Cardiff Bay, Cardiff, CF10 5FH

Registered Charity: 218093

Tel: 0300 111 0124 help@wcva.org.uk

Fax: 029 2043 1701 www.wcva.org.uk

Produced by WCVA, County Voluntary Councils and Volunteer Centres

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