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## **POLICY FOR COMPLAINTS (VOLUNTEERS)**

### **INTRODUCTION**

1. Veterans Outreach Support (VOS) is dependent upon and greatly appreciates the time, enthusiasm and skills given by all our volunteers and strives to ensure that volunteering with us is a safe and rewarding experience for all.

However, while volunteering is by and large a positive experience for everyone involved, sometimes things can go wrong.

This policy explains what should happen if a problem arises.

### **PROCEDURE FOR COMPLAINT TOWARDS ORGANISATION**

#### **2. Stage 1**

In the first instance you should raise it with the Volunteer Manager. If the issue requires discussion, they will arrange a time with you when you can speak privately with them about your concern.

If you feel uncomfortable raising the issue with the Volunteer Manager, then you should contact our Operations Manager to make an appointment to discuss your concern.

#### **3. Stage 2**

If, after following the route above, you feel your concerns have not been resolved or properly listened to you should contact the Operations Manager or Chief Executive Officer, to arrange an appointment to discuss the issues in question.

#### **4. Stage 3**

If you are still not satisfied with the outcome, then you should put your concerns in writing to the Chief Executive Officer VOS. The appeal will be investigated by The Chief Executive and Chair of Trustees, or their nominees and their decision will be final.



## PROCEDURE FOR CONCERN/COMPLAINT ABOUT VOLUNTEER ROLE

If we have a concern or complaint about your volunteering role with us:

### 5. Informal Stage

In some instances, a minor issue of misconduct will be identified by the Volunteer Manager as being most appropriately dealt with informally. They will discuss their concerns with the volunteer and support and encourage them to address the identified concerns. If this does not address the issues raised then we will move to the formal stage.

### 6. Formal Stage

- Stage 1

In the first instance, your Volunteer Manager will inform you of the concern and invite you to a meeting to discuss it. The Operations Manager may also be invited to this meeting if thought helpful and you can also be accompanied by someone of your choice.

The aim of this meeting is to define and agree the concern and agree a plan to address it.

- Stage 2

If the concern is not resolved by this route then a meeting will be arranged with you and the Chief Executive Officer. Again, you may be accompanied by a person of your choice. Depending on the nature of the concerns, further objectives may be set or help offered. However, if we cannot find a mutually agreeable solution we may end your volunteering role with us. In this case, you will have the opportunity to appeal.

- Stage 3

If you wish to appeal, you should write to the Chief Executive Officer, with the reasons for your appeal. The appeal will be investigated by The Chief Executive and Chair of Trustees, or their nominees and the decision will be final.

### 7. Exceptions

In very rare circumstances we may ask a volunteer to desist from volunteering, while we investigate a complaint or allegation. This is normal good practice in these situations and does not imply 'guilt'. We would always take care to ensure that the volunteer understands the situation, is well supported and has every opportunity to provide their side of the story.