



# Volunteer Grievance Policy

## 1. Statement of Policy

Occasionally, problems may arise between a volunteer(s) and Belfast Hills Partnership (BHP). Although this is very rare, BHP believes it is important that problems or complaints are dealt with fairly, openly and consistently. Thus, the procedure below will be followed in the event of an issue arising.

## 2. Implementation

If a volunteer has a complaint about a BHP policy, practice or a member of staff:

### Informal Complaints

- We hope that most problems or complaints can be solved informally by raising the matter with the Volunteer Officer.
- If the complaint is against the Volunteer Officer, then the volunteer should raise the matter with the BHP Manager.
- If the issue is not resolved or warrants a formal complaint, please refer to the formal procedures below.
- If the complaint is in relation to inappropriate behaviour by a volunteer, staff member or service user towards a child/young person/vulnerable adult, please report these to the Designated Officer.

### Formal Complaints

- **Stage 1, Complaint made to the Volunteer Officer**
  - Formal complaints should be directed to the Volunteer Officer (or if the Volunteer Officer is unavailable, or the complaint is about them, go to Stage 2)
  - At this stage, the complaint is investigated. A record of the complaint and investigation will be made and kept confidentially. You will be informed of how long it will take to investigate the complaint and when a decision will be communicated. This is usually within 14 working days.
  - Once a decision has been made, this will be communicated to you and any actions required will be agreed and implemented as soon as possible.

- **Stage 2, Appeal of Decision to BHP Manager**
  - If you feel the complaint has not been satisfactorily dealt with at Stage 1, or the complaint is about the Volunteer Officer, then the formal complaint should be referred to the BHP Manager. The BHP Manager will record, investigate the complaint, reach a decision and communicate this to you.
- **Stage 3, Final Appeal Stage**
  - If you still feel the complaint has not been satisfactorily dealt with, the complaint should be referred in writing to the Chair of the Board of BHP. The Chair will review the investigation carried out and reach a decision.
  - ***The Chair's decision is final***

Reviewed by: \_\_Lisa Critchley (Volunteer Officer)\_\_ Date: \_\_26/10/2015\_\_

Approved by: \_\_BHP Board\_\_ Date: \_\_26/11/2015\_\_

Next review date: \_\_Dec 2018\_\_

