

## **VOLUNTEER COMPLAINTS POLICY**

HARC aims to create an environment where volunteers feel valued. We also recognise that there may be occasions when volunteers have concerns or grievances, and this grievance procedure enables individual volunteers to raise grievances more formally.

### **Informal discussion**

In the first instance, if any volunteer has a grievance about their volunteering experience, or with a colleague, then they should discuss it informally as soon as possible, with their Shift Leader or Project Lead.

### **Formal procedure**

If a volunteer feels that the matter hasn't been resolved through informal discussion, they should put the complaint in writing to the Project Manager at [harc.sheffield@virgin.net](mailto:harc.sheffield@virgin.net)

The Project Manager will give a written response within 7 days, outlining how the complaint will be responded to.

If the complaint is against another volunteer, or requires further investigation, then the 7 days limit above, may need to be extended and the complainant will be informed of this.

### **Review stage**

If the complaint has not been settled under the formal procedure the Trustees will consider the complaint at their next committee meeting.

The findings from this review will then be sent to the volunteer.

If the volunteer is not satisfied with the findings, they will be advised to seek independent advice.

REVIEWED LG - 16th September 2023