Robertsbridge & Salehurst helping hands

COMPLAINTS POLICY for Volunteers

Robertsbridge and Salehurst Helping Hands ('Helping Hands') 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 may go wrong.

This policy explains what should happen if a problem arises.

If you have a concern or complaint about your volunteering role with Helping Hands

Stage 1

In the first instance you should raise it with any member of the Management Committee. If the issue requires discussion, they will arrange a time with you when you can speak privately with that member of the Management Committee about your concern. We hope that this discussion may be able to resolve your complaint.

Stage 2

If, after following the route above, you feel your concerns have not been resolved or properly listened to you should contact the Chair of Helping Hands, to arrange an appointment to discuss the issues in question. Your appeal will be investigated by the Chair of Helping Hands, or their nominee and their decision will be final.

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

Informal Stage

In some instances, a minor issue of misconduct will be identified by any member of the Management Committee as being most appropriately dealt with informally, on a one to one basis. That person will discuss concerns with the volunteer and support and encourage the volunteer to address the identified concerns. If this does not address the matters raised then the issue will move to the formal stage.

Formal Stage

Stage 1

In the first instance, a member of the Management Committee will inform you of the concern and invite you to a meeting to discuss it. You may 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 Chair of Helping Hands. 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 a mutually agreeable solution cannot be found, Helping Hands may end your volunteering role with the organisation.

Exceptions

In certain serious cases volunteers may be asked to stop volunteering with immediate effect. This may occur, for example, if a volunteer is thought to be under the influence of drink or drugs or involved in an act of harassment, theft, or abusive or violent behaviour.

An investigation will then take place and you will be invited to a meeting with a member of the Management Committee to discuss the concerns. You may be accompanied to this meeting by a person of your choice.

The result may be that the concern is not upheld, a plan is agreed with you that addresses the concern or your volunteering role with Helping Hands will be terminated.

If you are unhappy with the outcome, you may appeal the decision by writing to the Chair of Helping Hands. The appeal will be investigated by the Chair, or their nominee and their decision will then be final.

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To be revised every 3 years.