

OUR CHARTIST HERITAGE

Registered Charity Number: 1176673

Draft Volunteer Complaints Policy and Procedure

Our Chartist Heritage welcomes the involvement of volunteers and does its best to ensure that the volunteering experience is a rewarding and enjoyable 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. Making a complaint does not prevent you from continuing as a volunteer with Our Chartist Heritage. The procedure is set out below.

Your complaint will be:

- Dealt with as quickly as possible
- Handled fairly and politely
- 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, **with their agreement**

Our **COMPLAINTS PROCEDURE** has three stages:

Stage One: Informal Complaint

You should, in the first instance, make your concerns known to your **Volunteer Manager**. They 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 Two: Formal Complaint

If you wish to proceed, you will need to put your complaint in writing addressed to your **Volunteer Manager**. Your complaint will be acknowledged in writing or by phone within three working days and we will aim to resolve the complaint within ten working days. If this target of ten 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 **David Daniel, Project Director**.

Stage Three: My Complaint Has Been Investigated, but I Am Still Not Satisfied

At this stage the complaint will be dealt with by the **Chair of Our Chartist Heritage** in conjunction with **another member of the Board of Trustees** who will carry out an investigation and provide a response within 28 working days. Their findings will be presented to the the Board of Trustees and their response will be final.

Approved by the Board of Trustees: Date.....



Cefnogi Trydydd
Sector **Cymru**

Third Sector Support Wales is a network of support organisations for the whole of the third sector in Wales.

It consists of the 19 local and regional support