

# VOLUNTEER CONCERNS AND COMPLAINTS PROCEDURE

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Updated by: Amie Frayne

## Introduction and background

It is the policy of The Brain Tumour Charity to provide a good working environment in which volunteers feel they are participating in meeting the objectives of The Brain Tumour Charity and feel valued for their contribution.

We recognise that there may be occasions when volunteers have concerns or complaints which they may wish to discuss or formally address. The Volunteer Concerns and Complaints Procedure provides a structured way for volunteers to address their concerns with the Charity and enables grievances to be resolved efficiently and sensitively.

## Policy Details

### Informal discussion process

In the first instance, if a volunteer has a concern about their volunteer role, tasks they are undertaking or the volunteer programme in general, they should discuss it informally, as soon as possible with their Volunteer Coordinator. If the volunteer's concerns relate to their Volunteer Coordinator then the discussion should take place with the Volunteer Development Manager.

During this informal discussion, the relevant staff member (Volunteer Coordinator or Volunteer Development Manager) will provide specific guidance and support to help rectify the identified concerns. The concern will be reviewed in a catch-up meeting with the relevant staff member at an agreed date.

It is hoped that the majority of concerns will be resolved through the informal discussion process.

### Formal complaint

A volunteer can make a complaint through the following methods:

- Telephone
- Email
- Letter
- Face-to-face meeting

We ask that complaints are given in as much detail as possible and any relevant supporting evidence is provided to help us understand the full nature of the complaint. All complaints from volunteers will be dealt with by the Volunteer Development Manager and a member of the Senior Leadership Team.

You will receive acknowledgement of your complaint within two working days of it being received.

Following the receipt of the complaint you will be invited to a face-to-face or telephone meeting which will be held with the volunteer and the Volunteer Development Manager and/or a member of the Senior Leadership Team to discuss the complaint in more detail. We aim to arrange this meeting as soon as

reasonably practical. The meeting will be an opportunity for the volunteer to explain their grievances and discuss how they would like them to be addressed and resolved.

### **Investigation and response**

We will carry out a thorough, appropriate investigation into the concern raised and another meeting will be arranged where the actions taken to address the complaint will be presented to the volunteer. This meeting may be face-to-face or over the telephone. The Charity aims to arrange this meeting within 7-10 working days, however if the complaint is about another member of staff or volunteer, further investigations may be required and there may be a delay to ensure these are considered appropriately. In such instances, the volunteer will be informed of any delays. Following the meeting, correspondence will be sent to the volunteer to formally confirm how the complaint was investigated and the final decision made.

### **Further action**

If the volunteer considers that the complaint has not been satisfactorily resolved they must let us know within 10 working days of receiving the letter from the Volunteer Programme Coordinator by writing a letter to the Head of Strategy. Following receipt of this letter, the Head of Strategy will review the written records of previous meetings and a final decision will be made.

### **Contact information**

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