

VOLUNTEER PROBLEM SOLVING PROCEDURE

Introduction and background

It is important to The Brain Tumour Charity that we provide a positive working environment in which volunteers feel valued, supported and treated with respect.

We recognise that there may be occasions when volunteers will need to raise concerns or complaints. The Volunteer Problem Solving Procedure provides a structured way for volunteers to address their concerns with The Charity and enables volunteer complaints to be resolved efficiently and sensitively.

Applies to	Volunteers
SLT member accountable	Director of People and Culture
Approved by	CEO
Effective date	October 2025
Next review date	October 2027

Overview of the process

We always seek to resolve complaints informally through feedback and discussion before escalating to any formal complaint procedures. This is to support open discussion and timely resolution of the issue. There may be occasions when The Charity and the volunteer making a complaint agree that the issue needs to be escalated to a formal process immediately, and this is likely to arise due to the seriousness of the complaint.

A complaint being raised would typically be regarding a formal process or policy not being followed or the treatment / behaviour of a person toward a volunteer.

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 in the People and Culture team.

During this informal discussion, the relevant team member (Volunteer Coordinator or Volunteer Development Manager) will provide specific guidance and support to understand and resolve the identified concerns. The Volunteer Development Manager will follow up directly with any parties relevant to the complaint to provide feedback and to support further resolution of issues raised as required.

We expect to resolve the majority of concerns through the informal discussion process.

Formal process for resolving a volunteer complaint

Placing a complaint

A volunteer can make a complaint through the following methods to the Volunteer Coordinator or Volunteer Development Manager:

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

We ask that the nature of the complaint is provided in as much detail as possible, alongside relevant supporting evidence. All complaints from volunteers will be managed by the Volunteer Development Manager supported by a member of the Senior Leadership Team.

Volunteers will receive acknowledgement of their complaint within two working days of it being received.

Information-gathering to plan next steps

Following the receipt of the complaint, the volunteer will be invited to a face-to-face or telephone meeting with the Volunteer Coordinator and the Volunteer Development Manager to discuss the complaint in more detail. We will arrange this meeting as soon as reasonably practical. The meeting will be an opportunity for the volunteer to explain the complaint and discuss how they would like them to be addressed and resolved.

Investigation and response

It may be necessary to plan an investigation to fully explore and respond to the volunteers' complaint. In such cases, we will carry out a thorough, appropriate investigation into the concern raised. This investigation will be led by an independent party to the complaint. We will conduct all investigations within a reasonable timescale, which will be communicated to the volunteer. Any delays will also be communicated.

The outcome of the complaint i.e. whether the complaint is deemed to be upheld, partially upheld, or not upheld, and the recommendations from the Investigator will be shared with the volunteer. Actions and next steps will be discussed in an outcome meeting with the volunteer,

Making an appeal

If the volunteer considers that the complaint has not been satisfactorily resolved or they have concerns with the investigation process, they should raise this with the Director of People and Culture. The Director of People and Culture will review the process and outcome.

If the volunteer remains unhappy about the speed or conduct of any further action taken or the way in which their concerns have been resolved, they should refer the matter to the Chair of the Governance and Ethics Committee (whistleblowing@thebraintumourcharity.org). Please find further details in our [Whistleblowing Policy](#).

Further information regarding this process

For further information regarding this process, please contact:

Laura Butler
Volunteer Development Manager
volunteering@thebraintumourcharity.org