

## **THE GATEHOUSE: Volunteer Concerns and Complaints Procedure 2019**

- **Introduction**

- The Gatehouse is a volunteer led organisation so recognises that one of the most important resources we have to deliver effective services are our volunteers. We aim to ensure that volunteers feel supported to participate to the fullest extent in the work of The Gatehouse and if necessary, a volunteer feels able to raise concerns or complaints and feel assured that these will be addressed fairly and at the earliest opportunity.
- This procedure sets out how we will deal with such concerns or complaints and should be read in conjunction with The Gatehouse Equal Opportunities policy.

- **Raising concerns and complaints (volunteers delivering services)**

- We recognise that from time to time in any organisation concerns may arise. Our aim is to support a culture that encourages any concerns to be raised at the earliest opportunity so they can be addressed and resolved with the minimum of impact on those involved.
- We would encourage volunteers in the first instance to raise any concerns verbally with their Co-ordinator. These may include; the type of activity undertaken, the commitment time, specific interactions or concerns about Guests, staff or other volunteers, learning and development opportunities, if a volunteer feels discriminated against.
- But if preferred and a volunteer wishes to raise a serious complaint they may wish to write down their concerns and send or email this to the Operations Manager.

- **Raising concerns and complaints (other volunteers)**

- This may include volunteers who make and deliver food, volunteers that fundraise, volunteers that volunteer for one off events or volunteers who volunteer in any other capacity for The Gatehouse.
- We encourage volunteers in the first instance to raise any concerns verbally with the Operations Manager.
- But if preferred and a volunteer wishes to raise a serious complaint they may wish to write down their concerns and send or email this to the Operations Manager.

- **What to expect**

- The Gatehouse will take any concerns or complaints raised by volunteers seriously and will review the information presented, investigate as necessary, seek further clarification where required, and seek an appropriate solution.
- Outcomes of these considerations will be fed back to and discussed with the volunteer and we will seek to agree actions with the volunteer where possible.
- We will usually aim to resolve any concerns within 28 days, but this may vary dependent on the particular circumstances of the issue.