



# The Gatehouse Volunteer Concerns and Complaints Procedure 2021

## Introduction

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The Gatehouse is a Community Drop in Centre that offers free support services for adults aged 25+ who are: homeless, vulnerably housed, on low income and/or looking for company & community. The Gatehouse offers a free cafe (six evenings a week), a food and drink delivery service, therapeutic workshops, bespoke one to one support, a counselling service, a woman's hub and works in partnership to manage and support the Lived Experience Advisory Forum.

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.

A concern or complaint may include (but are not limited to); the type of activity undertaken, the commitment time, specific interactions or concerns about Guests, staff or other volunteers, learning and development opportunities, health and safety or if a volunteer feels discriminated against in any way.

This procedure sets out how we will deal with such concerns or complaints and should be read in conjunction with The Gatehouse Equal, Inclusion and Diversity Policy.

### **Raising concerns and complaints**

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 informal concerns/complaints verbally with their co-ordinator. A decision can then be made about whether the concern/complaint can be swiftly and easily resolved or the more appropriate route is to submit a formal complaint. In the absence of a coordinator, please contact the Operations Manager. In the absence of the Operations Manager please contact the Gatehouse CEO.

If the most appropriate route is to raise a formal concern/complaint please submit this in writing in the first instance to the Operations Manager at [zoe@oxfordgatehouse.org](mailto:zoe@oxfordgatehouse.org) or the Gatehouse CEO at [katrina@oxfordgatehouse.org](mailto:katrina@oxfordgatehouse.org).

If you are a volunteer who does not deliver front line services, please contact the Operations Manager or Gatehouse CEO directly.

**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 working days, but this may vary dependent on the particular circumstances of the concern/complaint.

**Safeguarding vulnerable and adults concerns/complaints/allegations**

If the concern/complaint/allegation includes abuse, neglect or/and illegal activity then the Gatehouse Whistle Blowing Policy and Safeguarding Vulnerable Adults Policy will be adhered to.