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| A close up of a logo  Description automatically generated | **[Model Complaints Policy]** |
| [Template] |

This example is intended for guidance purposes and should be adapted to suit your particular organisation.

We welcome the involvement of volunteers in this organisation and we try 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 this organisation. 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

Our **COMPLAINT PROCEDURE** has three stages:

Stage One: First Information Complaint

You should, in the first instance, make your concerns known to the 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 the Volunteer Manager. Your complaint will be acknowledged in writing or by phone within 3 working day and we will aim to resolve the complaint within 10 working days. If this target of 10 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 [INSERT NAME OF SENIOR MANAGER]

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

At this stage the complaint will be dealt with by the [INSERT NAME OF CHIEF OFFICER] in conjunction with a member of the management committee who will carry out an investigation and provide a response within 28 working days. Their findings will be presented to the subgroup of the management committee and their response will be final.

The information in this document is for information only. It is not a substitute for professional advice and we cannot accept any responsibility for loss occasioned as a result of any person acting or refraining from acting upon it.

**This is a template document, please amend and use as appropriate,**

**we suggest that you set up with your own logo and branding.**

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**Disclaimer**



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 bodies across Wales, the County Voluntary Councils (CVCs) and the national support body, Wales Council for Voluntary Action (WCVA).

For further information contact

<https://thirdsectorsupport.wales/contact/>