
Volunteer Complaints Policy

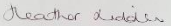
1. Introduction

- 1.1 Sacriston Youth Project (the "Charity") recognises that volunteers have the right to raise grievances or complain about any matter related to their volunteer work. It is hoped that most issues can be resolved through regular communications, such as support and supervision sessions for volunteers. However, where this is not possible, the complaints procedure is in place to ensure that all difficulties, issues or problems are dealt with in a prompt and fair manner.

2 Procedure

- 2.1 If a volunteer has a complaint, they should first discuss this with the Charity's Business Manager or a member of the Trustees. A note of the meeting and any action agreed should be documented and signed by all parties, kept in a secure place and a copy given to the complainant.
- 2.2 If the matter is not resolved at this initial meeting the complaint should be made in writing to the Trustees. This will require a special meeting of the trustees and will be dealt with within fourteen days and treated in a confidential manner.

This policy has been approved & authorised by:

Name: Heather Liddle
Position: Trustee – Sacriston Youth Project
Date: May 2021
Signature: 

Date of Review	Reviewed By	Changes Made	Date of Next Review
May 2021	Jo Cameron - Trustee		May 2022