



Volunteer Complaints and Disputes Policy

Introduction

The general aim that volunteering is a positive experience for everyone involved is frequently met. There are occasions however when problems may arise. This policy covers what to do when a Volunteer raises a concern or complaint and how to handle any concerns or complaints that **Kegworth Community Library (KCL)** may have about a volunteer.

Dealing with Complaints and Disputes

All complaints and disputes will be resolved openly, fairly and quickly to:

- Protect our Volunteers.
- Minimise any risk of disruption to the members of the public, and other Volunteers.
- Demonstrate that **KCL** respects its Volunteers.
- Protect the reputation of **KCL**.

Complaints from Volunteers

Volunteers have the right to complain if they feel that they have been unfairly treated. Whilst they have no legal rights as they are not employees the procedure will follow the three stages below:

Oral Complaint

This is the initial discussion and may be informal in nature. Many complaints can be resolved at this stage. The initial complaint should be raised with the Volunteer Co-ordinator who supervises the Volunteer. If the complaint is about this person then it will be referred to the Chair of the Trustees of **KCL**.

Written Complaint

If the problem is not satisfactorily resolved then it should be raised in writing. A response will be provided within a reasonable period. If more time is needed then a holding letter will be sent with the reason for delay and a date by which the outcome should be received.

Right to Appeal

Volunteers who are not satisfied with the outcome of their written complaint will have the opportunity to have it addressed to the Chair of the Trustees of **KCL** to review the case. The Chair's decision on the matter will be final.

The full procedures for dealing with complaints and disputes can be found in appendix 1 (see attached).

This Policy will be reviewed annually.

Signed: Dated:

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Review Date: December 2017