



**Rowan Alba**  
More than just a roof

0131 229 7554 info@rowanalba.org rowanalba.org @RowanalbaLtd @RowanAlba

## **RAPP901\_Volunteer Complaints Policy**

The Rowan Alba Volunteer Complaints Policy applies to paid staff, volunteers and trainees of the organisation. This document has been taken from the Volunteer Centre Edinburgh and is consistent with Rowan Alba Complaints policy but is addressed to volunteers.

### **INTRODUCTION**

Rowan Alba aims to create a work environment where volunteers feel valued at work. Rowan Alba also recognises that there may be occasions when volunteers have concerns or grievances and this grievance procedure enables individual volunteers to raise grievances more formally. The procedure provides an open and fair way for volunteers to make known their problems and aims to enable grievances to be resolved quickly before they fester and become major problems.

### **INFORMAL DISCUSSIONS**

In the first instance, if any volunteer has a grievance about their volunteering or a colleague they should discuss it informally, as soon as possible, with their Line Manager or another Manager if the grievance involves the Line Manager. The Manager will take the grievance seriously and ensure that everything is done to try and resolve the issue informally. It is hoped that the majority of concerns will be resolved at this stage.

### **FORMAL PROCEDURE**

#### **Stage 1**

If a volunteer feels that the matter has not been resolved through informal discussions, they should put the complaint in writing to their Line Manager. If the complaint involves the staff member's Line Manager the complaint should be put in writing to another Manager in the organisation or the Chief Executive.

A meeting will be held between the volunteer and their Line Manager (or other appropriate person) to respond to the complaints raised. The meeting will be an opportunity for the volunteer to explain their complaints and share how they would like them to be addressed. The volunteer has a right to be accompanied to the meeting.

Last reviewed: April 2022.

Under review

Next Review Date: August 2023

This version replaces any previous version.



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Following the meeting, the Line Manager (or other appropriate person) will give a written response within 5 working days of the meeting outlining how the complaint(s) will be responded to. If the complaint is against another member of staff or volunteer or requires further investigation, the line manager (or other appropriate person) will need to carry out further meetings or investigations. In this case, the 5 working days limit above, may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

## Stage 2

If the volunteer feels the issue has still not been resolved satisfactorily, the volunteer must raise the matter, in writing, with the Chief Executive. The Chief Executive will advise the Chair of the Board of Directors. The Chair will invite the volunteer to a meeting where they can discuss the matter and establish how best to resolve the situation. The volunteer has a right to be accompanied to the meeting.

Following the meeting, the Chief Executive will give a written response within 5 working days of the meeting outlining how the complaint will be responded to. If the complaint is against another member of staff or volunteer, or requires further investigation, the Chair of the Board of Directors will need to carry out further meetings or investigations. In this case, the 5 working days limit above, may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

## RIGHT OF APPEAL

If the volunteer wishes to appeal against any grievance decision, they must appeal, in writing within five working days of the decision being communicated to them to the Vice Chair of the Board of Directors. The Vice Chair will convene an Appeals Sub-committee to hear the appeal and the staff member will be invited to a meeting with the Appeals Sub-committee. The volunteer will have the right to be accompanied to the appeal meeting.

The Chair will not form part of the Appeals sub. The Appeals sub- committee's decision will be final.

*Please note – Rowan Alba Ltd has a separate Bullying and Harassment Policy (RAPP010\_Bullying and Harassment Policy) which should be used if the complaint relates to Harassment or Bullying.*

Last reviewed: April 2022.

Under review

Next Review Date: August 2023

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