

## **PROBLEM SOLVING & COMPLAINTS PROCEDURE**

**Aim: To maintain consistency, fairness and good working practice in dealing with problem and complaints**

1. Problems concerning volunteers, or complaints made by volunteers should initially be managed by discussion with the Volunteer Coordinator. The Volunteer can be accompanied at this discussion and throughout this process by a nominated person of his or her choice.
2. If the problem is with the Volunteer Coordinator then it should be discussed with either an Instructor or a Trustee.
3. If the problem is still not resolved a meeting will take place with 2 Trustees and other(s) as appropriate, to discuss, explore, explain, leading to suggested proposals and agreed action:
  - Any discussions will remain confidential and will only be disclosed to those involved with the issue.
  - A confidential written record will be made of all formal discussions.
  - The Volunteer will be kept informed at every step of the procedure.
4. If the problem cannot be resolved at this stage then a written complaint should be submitted within 10 working days to the Trustee Volunteer representative.
5. On receipt of a written complaint from a Volunteer an acknowledgement and response from The Group will be sent within 10 working days. If the Volunteer is not content with this response they are to appeal to the Group Trustees, via the Secretary, in writing within 10 working days of receipt to the Group response.
6. If the Volunteer does not accept the outcome, the Volunteer has a 'Right to Appeal' to the Chairman of The Group. The Chairman will respond with 20 working days.
7. The Chairman's decision is final.

**Signed on behalf of the Wilton Group RDA Trustees**