

At Go-Woman! Alliance, we place considerable emphasis upon maintaining good relationships with, and between its volunteers and learners.

Should any problem arise then there are recognised procedures to enable volunteers and learners to raise questions affecting their work or level of service received and resolve issues of concern.

Stage 1 | Oral complaint

Initial complaints, whether concerning a member of staff, the organisation or another volunteer, will be discussed with the volunteer informally. If the complaint concerns the volunteer manager the matter should be referred to another manager.

The volunteer will be given the option to be accompanied to the meeting by a nominated person of their choice. If the issue cannot be resolved at this stage, then the volunteer should proceed to stage 2.

Stage 2 | Written complaint

If the outcome of the oral complaint matter is not resolved within 14 days of the initial point of contact then you should make a formal complaint in writing to a senior member of staff. This person is Yasmin Akhtar.

Stage 3 | Opportunity to appeal

If the volunteer is not satisfied with the outcome within 28 days, then they should appeal to Director of GOAL.

The volunteer can be accompanied to the meeting by a person of their choice.

What to do if someone complains about a volunteer

Sometimes minor issues can arise during the course of volunteering, such as a volunteer not fitting into the team as well as was expected, not meeting the required standards or being unreliable. Any complaints raised will be dealt using the following procedure.

Stage 1 | Oral discussion

Any complaints will be discussed with the volunteer.

This meeting will seek to identify goals that will help the volunteer fulfil their role, and to offer extra support, supervision and training where necessary. A deadline will be agreed for reviewing the situation with the volunteer.

Stage 2 | Written warning

If the issue hasn't been or cannot be resolved by the oral discussion or the review, the volunteer manager will issue the volunteer with a written warning outlining the reason for the complaint.

The volunteer will be given the opportunity to state their case, which could be to either the volunteer manager or a senior member of staff. The volunteer will be allowed to be accompanied by a person of their choice.

Depending on the nature of the complaint, further objectives could be set, and help offered to the volunteer. However, if the volunteer is asked to leave, then the volunteer will be given the opportunity to appeal. The decision to ask a volunteer to leave will be a last resort.

Stage 3 | Opportunity to appeal

If a volunteer has been asked to leave then they will be able to appeal in writing to a director

The volunteer will be given the option to be accompanied to the meeting by a person of their choice.

Exceptions

In some cases, volunteers may need to be suspended immediately while an investigation is carried out. These include, but are not limited to, acts that constitute gross misconduct, eg theft, assault, act of violence, malicious damage, deliberate falsification of documents, harassment or being under the influence of drugs or alcohol.

The decision to suspend a volunteer will be confirmed to the volunteer in writing. In some cases, legal proceedings may need to be concluded before the next step of your problem solving procedure can take place.

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