**Complaints and Disputes Policy1**

**Introduction**

The aim of this organization is to ensure volunteering at KCL is a positive experience for everyone, however there are occasions when problems arise. This policy covers what to do when a Volunteer or member of the public raises a concern or complaint and how to move towards a resolution. KCL recognise that not every issue can be resolved to the satisfaction of all.

**Dealing with Complaints and Disputes**

KCL will attempt to resolve complaints and disputes fairly and quickly to:

* Protect our Volunteers.
* Minimise the risk of disruption to members of the public and Volunteers.
* Protect the reputation of KCL.

**Complaints Procedure**

Everyone associated with the KCL has the right to complain if they feel they have been unfairly treated or notice unfair treatment of others. The procedure will usually follow three stages:

**Oral Complaint**

This is the initial discussion and maybe informal in nature. Many complaints can be resolved at this stage and it is also important that any ‘niggles’ are aired in this way. The initial complaint should be raised with the Volunteer Coordinator or one of the other Trustees if this is more appropriate. They in turn will either informally discuss with the other trustees or raise as an item at the monthly meeting, it is then their responsibility to communicate back to the original complainant.

Any volunteer can deal with a complaint from a member of the public and initially this can be a note in the log, use a BAT (Bring to the Attention of a Trustee) or immediately contact one of the Trustees. Then follow the above procedure.

**Written Complaint**

If the problem is not satisfactorily resolved or the complainant is from an external source then it should be raised in writing. A response will be provided within a reasonable period and confirmed in writing. Please note written complaints that are made directly to Leicestershire County Council will follow their procedures and be their responsibility to resolve. The Volunteer Coordinator will investigate the complaint, inform other Trustees and try to resolve the issue, this might involve a meeting when the complainant is welcome to bring a friend to support them. A route map to resolution may result and kept as a record of the meeting. Actions will be communicated and the dispute reviewed at a later stage.

**Right of Appeal**

Complainants who are not satisfied can ask for the matter to be addressed by Chair of the Trustees of KCL to review the case. The Chair’s decision is final.

Signed: …………………………………………………….. Dated: ………………………………………………..

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