



Grievance, Complaints and Disciplinary

These areas should be covered in your organisations/groups volunteer policy and the procedures. A copy of the volunteer policy should be in the Induction Pack and procedures explained during the volunteer's induction.

Who can I complain to?

All complaints should be made to the Senior Management or the Volunteer Manager. If you are not satisfied with your treatment after this meeting, you will need to write to the Board of Trustees outlining your complaints. You should receive a response within 7-10 days. If you do not hear from the organisation you can make a complaint to:

The Charity Commission <https://www.gov.uk/complain-about-charity>

You can also visit NCVO website to ascertain more information about complaints and the processes.

<https://www.ncvo.org.uk/about-us/our-governance/2-content/428-complaints-procedure>