



Volunteer Involvement Policy

Procedure for complaints made concerning staff action or responsibilities

1. All complaints made against staff should be forwarded initially to the line manager. Such complaints need to be in writing and signed by the complainant, who must give a contact address. Details of the complainant and complaint will remain confidential, but are accepted on the basis that staff involved, other key staff and the responsible committee members could see the information.
2. The line manager will acknowledge the complaint and set out the complaints procedure. Complaints should be dealt with within three months, unless a reason for extending this time is given to the complainant.
3. The line manager will forward the complaint to the clerk of the responsible committee, with a recommendation as to whether the complaint is one for management action only or whether it involved policy issues that require the attention of the responsible committee.
4. Management action over the complaint may be able to deal with the issue(s) at this stage without further action.
5. The staff member involved in the complaint (directly or through her/his responsibilities) will give the line manager a written report on the issue, and any other volunteers or staff involved will also be asked to write down a report of their recall of the matter.
6. If the matter remains with management, the line manager may confer with the General Secretary of Quaker Life or the Assistant Recording Clerk to address the complaint and give a response.
7. If the responsible committee clerk is involved (s)he will ask for all the available information and address the issue with members of the group, either at a meeting or by in-between meetings procedures, and issue a response to the complainant defining whether the complaint is upheld or not and any action forthcoming.
8. If the complainant is not satisfied with the response from management and/or the responsible committee then it is open to the complainant to make an appeal to the clerks of Quaker Life Central Committee (where policy matters are at issue) or the Recording Clerk (where the complaint is purely on managerial issues) whose assessment and response will be final.
9. All complaints will also be assessed by the responsible committee and staff processes to allow for adjustment of policies or procedures in the light of this experience.

Michael Hutchinson Assistant Recording Clerk June 2006

Adapted by Howard Nurden Head of Children and Young People's Staff February 2007 (adjusted November 2008)

Procedure for complaints made concerning volunteer action or responsibilities

1. Verbal complaints may be made during an event to a member of CYP staff, the complainant may be asked to write down the details of the nature of their complaint, or written notes taken and agreed with the complainant and signed by them. Complaints made after an event must be made in writing. In all cases the complainant must give a contact address. Details of the complainant and complaint will remain confidential, but are accepted on the basis that volunteers involved, the Head of CYP Staff, other key staff and members of the appropriate committee could see the information.
2. Action by the CYP staff member, in their role as manager for volunteers working on an event, over the complaint may be able to deal with the issue(s) at this stage.
3. The CYP staff member together with the Head of Children and Young People's Staff Team (or, in their absence, another member of CYPST) will make an assessment as to whether the complaint is one for management action only or whether it involves policy issues.
4. If the complaint concerns management issues only, the CYP staff member will consult with the Head of Children and Young People's Staff Team (or, in their absence, another member of CYPST or the General Secretary of Quaker Life or the Assistant Recording Clerk) over what action to take. The CYP staff member will then provide a response to the complainant. For verbal complaints made during an event a response should be given within 48 hours.
5. If the complaint refers to a matter of policy then the complaint will be referred to the responsible committee.
6. Any volunteers involved in the complaint (directly or through her/his responsibilities) will give the CYP staff member a written report on the issue, and any other volunteers or staff involved will also be asked to write down a report of their recall of the matter.
7. In the case of complaints made after an event, the CYP staff member will acknowledge the complaint and set out the complaints procedure. Complaints should be dealt with within three months, unless a reason for extending this time is given to the complainant.
8. In all cases the Head of CYPST will report the complaint to the General Secretary of Quaker Life or the Assistant Recording Clerk and the clerk of the responsible committee. In the case of complaints made at an event the Head of CYPST will outline any action taken and reasons for this action. In all other cases the Head of CYPST will make a recommendation as to whether the complaint is one for management action only or whether it involved policy issues that require the attention of the responsible committee.
9. If the responsible committee clerk is involved (s)he will ask for all the available information and address the issue with members of the committee, either at a meeting or by in-between meetings procedures, and issue a response to the complainant defining whether the complaint is upheld or not and any action forthcoming.
10. If the complainant is not satisfied with the response from the CYP staff member then it is open to the complainant to make an appeal to the General Secretary of Quaker Life or the Assistant Recording Clerk or the responsible committee. If the complainant is not satisfied with the response from the General Secretary of Quaker Life or the Assistant Recording Clerk or the responsible committee, then it is open to the complainant to make an appeal to the Recording Clerk (where the complaint is purely on managerial issues) or to the clerks of BYM Trustees or the clerks YM Agenda Committee (where policy matters are at issue) whose assessment and response will be final.

11. All complaints will also be assessed by the responsible committee and staff to allow for adjustment of policies or procedures in the light of this experience.

Simon Best & Howard Nurden February 2007 (adjusted November 2008)