



PROBLEM SOLVING PROCEDURE

At the LIC we value and respect our volunteers. To ensure that volunteers are treated fairly and consistently should a problem arise we have put together the following guidelines.

Informal conversation: We hope that minor problems can be solved by the volunteer and their line manager by having an informal conversation about the issue. If the problem cannot be resolved at this level, the following guidelines should be followed:

IF A VOLUNTEER WANTS TO MAKE A COMPLAINT OR RAISE A CONCERN

Stage 1 – Oral complaint

Initial complaints, whether concerning a member of staff, our services, a service user, or another volunteer, should first be discussed informally. Many issues can be resolved this way. Complaints should initially be raised with whoever usually supervises you (i.e., your line manager or a member of their team) or the volunteer manager.

You do not need to explain the complaint or issue in writing, an informal meeting (via phone or in person) can be arranged. Ideally this stage will result in mutually agreed actions to resolve the issue.

Stage 2 – Formal complaint in writing and follow up meeting

If you are not satisfied with the outcome at Stage 1, you should make a formal complaint in writing within 5 days following the informal discussion to your line manager or volunteer manager.

The LIC is committed to acknowledging this complaint within 5 working days, and to investigate it and provide a response within 28 working days. If it is not possible to resolve within 28 working days, due to the complexity of the issue or circumstances beyond our control, the complainant will be contacted to make them aware and will be kept informed of progress.

As part of this process, you will be offered an opportunity to meet with your line manager or volunteer manager. You will have the option to bring someone with you.

Stage 3 – Appeal

If you are still not satisfied with the outcome you have the right to appeal to the Director of Operations. At this stage, the evidence and processes followed will be reviewed. No further representations/evidence will be considered. LIC staff will respond within a reasonable 5 working days, and their decision will be final. A final decision will be made and communicated to you in writing.

IF A COMPLAINT IS MADE ABOUT A VOLUNTEER

Stage 1 – Oral complaint

The first step will be an informal discussion about the complaint or issue between you and your line manager. This is an opportunity for you to hear about the complaint or issue and offer your comment. The line manager may also seek to identify some solutions at this informal stage, if required and appropriate.



Stage 2 – In writing and formal meeting

If the issue has not been or cannot be resolved at Stage 1, you may be issued with a written statement outlining the reason for the complaint or the concerns that have been raised and offering you the opportunity to attend a formal meeting.

You will be given the opportunity to state your case formally to the Volunteer Manager. If you are a Befriending volunteer, the Befriending Coordinator will also be present.

You will be given the opportunity to be accompanied to any meetings by a person of your choice.

Depending on the nature of the complaint or the concerns, further objectives may be set or offered. However, if you are asked to discontinue volunteering at this stage you will have the opportunity to appeal.

Stage 3 – Appeal

If you are still not satisfied with the outcome you have the right to appeal to the Director of Operations. At this stage, the evidence and processes followed will be reviewed. No further representations/evidence will be considered.

The Director of Operations will respond within 5 working days and their decision will be final. A final decision will be made and communicated to you in writing.

Exceptions: In some cases, volunteers may prefer not to volunteer or may be asked not to volunteer until the matter is explored. For example, if the volunteer is suspected of any of the following in their role, but not limited to, harassment, theft, aggressive behaviour, ignoring a request from a line member or where LIC is notified that the volunteer is the subject of a safeguarding or criminal investigation. The decision to ask you to stop volunteering will be confirmed by your line manager or volunteer manager in writing.