Mid Down and Lisburn District Community First Responders

Volunteer Complaints Procedure

Informal Discussions

In the first instance, if any volunteer has a complaint about their volunteering or a colleague they should discuss it informally, as soon as possible, with their Senior Area Responder or Assistant Scheme Co-ordinator. The Senior Area Responder or Assistant Scheme Co-ordinator should take the complaint seriously and ensure that everything is done to try and resolve the issue informally. It is hoped that the majority of concerns will be resolved at this stage.

Formal Procedure

Stage 1

If a volunteer feels that the matter has not been resolved through informal discussions, they should put the complaint in writing to the Scheme Co-ordinator. If the complaint involves the volunteers Scheme Co-ordinator the complaint should be put in writing to the Scheme Trustees. A meeting will be held between the volunteer and the Trustees to respond to the complaints raised. The meeting will be an opportunity for the volunteer to explain their complaints and share how they would like them to be addressed. The volunteer has a right to be accompanied to the meeting. Following the meeting, the appropriate person representing the Trustees will give a written response within 5 working days of the meeting outlining how the complaint(s) will be responded to. If the complaint is against another Volunteer or trustee or senior scheme volunteer requires further investigation the appropriate person investigating will need to carry out further meetings or investigations. In this case, the 5 working days limit above, may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

Stage 2

If the volunteer feels the issue has still not been resolved satisfactorily, the volunteer must raise the matter, in writing, with a Trustee addressing areas of concern. The Trustee will advise the Chair of the Board of Trustees. The Trustee will invite the volunteer to a meeting where they can discuss the matter and establish how best to resolve the situation. The volunteer has a right to be accompanied to the meeting. Following the meeting, the Trustee will give a written response within 5 working days of the meeting outlining how the complaint will be responded to. If the complaint is against another volunteer, or requires further investigation, the Trustee will need to carry out further meetings or investigations. In this case, the 5 working days limit above, may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

Right of Appeal

If the volunteer wishes to appeal against any grievance decision, they must appeal, in writing within five working days of the decision being communicated to them to the Secretary of the Board of Trustees. The Secretary will convene an Appeals Sub-committee to hear the appeal and the volunteer will be invited to a meeting with the Appeals Sub-committee. The volunteer will have the right to be accompanied to the appeal meeting. The Chair will not form part of the Appeals sub. The Appeals Sub committee's decision will be final.