



# GATWICK DETAINEES WELFARE GROUP

Registered Charity No. 1124328

A Company Limited by Guarantee registered in England and Wales No. 4911257

<b>Policy title</b>	Volunteer complaints, comments and compliments procedure
<b>Approved by</b>	Paul Houston and James Wilson
<b>Date</b>	31 January 2018
<b>Date ratified by Board</b>	February 2018
<b>Date revision next due</b>	February 2020

## Rationale or background to policy

GDWG welcomes all forms of feedback from volunteers. We are committed to taking volunteers' suggestions into account, and where appropriate acting on them in the development of services.

## Policy Statement

GDWG's policy is to respond to all comments and compliments and deal with complaints in a fair and transparent manner. The procedure which should be followed is set down below. We are committed to ensuring that this procedure is well publicised amongst volunteers and it is included in the handbook given to all new members on joining the group.

## Procedure

### **Comments and compliments**

Any volunteer wishing to make comments about any aspect of the Gatwick Detainees Welfare Group is encouraged to do so. These can be made orally, by email or by letter to the Director or Chair, or raised at an area support group meeting to the Area Group Co-ordinator or staff member. This will be reported back to the management committee at their next meeting and a response minuted.

Where a formal acknowledgement or response is required, comments should be made in writing, and a reply will be sent within 14 days.

## Complaints

*At all stages the complainant may be assisted and accompanied by another person and the time limits outlined may be altered by mutual agreement.*

- STAGE 1                    **Informal Procedure:** Anyone wishing to make a complaint is encouraged to do so informally and directly with the staff member/volunteer/trustee concerned. Every effort will be made to resolve the issue at this stage. Where the complainant is dissatisfied with the response or where the complaint is of a particularly serious nature requiring a formal response, the procedure at Stage 2 will be followed.
- STAGE 2                    **Formal Procedure:** The complaint (orally, by email or by letter) should be addressed in the first instance to the Director (or the Chair if the complaint is about the Director) who will carry out an investigation into the circumstances surrounding it. The Director will reply in writing within 28 days of receipt and a copy will be sent to the GDWG Chair (or Secretary if the complaint is about the Chair). If the matter is not resolved to the satisfaction of the complainant the procedure at Stage 3 will be followed.
- STAGE 3                    **The complaint will be referred** to the Trustees who will invite the complainant to a meeting of a panel of not less than 3 members of the board. The panel shall be appointed by the Chair of GDWG and a meeting will be held within 28 days. The decision of the Board will be final and given to the complainant in writing within 7 days.