



**PROSTATE
CANCER UK**

Volunteer Complaints Policy

Introduction

A complaints policy may sound unnecessary for people who are volunteers and not employees of an organisation. However, as volunteers do not have employment rights and do not have the legal recourses open to employees, we consider it important that there are guidelines to ensure that volunteers are treated fairly and consistently.

The complaints policy may be applied when a volunteer feels that they have not been treated fairly and consistently and/or when the general standards of behaviour that are expected from both staff and volunteers are not adhered to

General Principles

This procedure applies to all volunteers.

Any steps under this procedure will be taken promptly unless there is a good reason for delay and any delays will be communicated to all parties. The time limits in this procedure may be extended if it is reasonable to do so.

All problems or concerns will be treated seriously and volunteers will be given a fair hearing.

We may vary this procedure as appropriate to a particular case. The procedure may also be discontinued if it becomes impracticable for either party to continue with it.

If you have difficulty at any stage of this procedure because of a disability, you should ask for assistance. We will make reasonable adjustments for a person who is disabled and/or their assistant.

It is important for all parties that information and proceedings relating to a problem will remain confidential as far as possible.

In all cases, HR will be consulted and kept informed of developments.

Complaints procedure

We will do our utmost to ensure that all problems are resolved as quickly as possible. Problems will be dealt with seriously, and volunteers should have no fear of victimisation as a result of raising an issue under this procedure.

Advice can be sought by volunteers at any time, through an unconnected supervisor, manager, or Human Resources.

If a volunteer who raises an issue feels that they are being victimised as a result of their complaint, they may raise this as a separate issue to Human Resources.

Anonymous complaints will not be considered. Issues raised that are found to be intentionally malicious may result in the complainant being asked to stop volunteering.

The process is as follows:

Informal discussion

In the first instance, a volunteer should take their concern to their Volunteer Engagement Team Leader; informally. We will endeavour to resolve problems at this stage.

Formal written complaint

If the problem cannot be resolved informally, the volunteer should put their problem in writing in an email or letter to their Volunteer Engagement Team Leader. The [Volunteer Engagement Team Leader](#) will acknowledge your message and provide an initial response within 3 days. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within 14 days of receipt. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

We recognise that there may be situations where the volunteer feels unable to raise a matter directly with their Volunteer Engagement Team Leader. If the complaint concerns the conduct of a member of the volunteering staff team it should be directed to Caroline Mark, Head of Volunteer Engagement caroline.mark@prostatecanceruk.org; 020 3310 7043; Counting House, Tooley Street, London SE1 2QN.

If the complaint is not resolved

If the volunteer is unsatisfied or the matter is unresolved then the Associate Director of People and Facilities and another member of the Leadership Team will review the case and their decision will be final. You can expect a final response from us within 14 working days.

The Associate Director of People and Facilities is Pam Macdonald: pam.macdonald@prostatecanceruk.org; Counting House, 53 Tooley Street, London SE1 2QN.

REVIEW HISTORY		
Name	Role/Position	Date approved
Caroline Mark	Head of Volunteer Engagement	Version Two Reviewed: October 2017
		Review date October 2019