



# BDMLR Volunteer Complaints/Concerns Procedure

The aim of this procedure is to advise volunteers of the process for raising and managing complaints and concerns so they can be addressed promptly and appropriately. All investigations will be carried out with transparency and in a fair and equitable way from initial concern to final resolution.

## **General**

It is important for the Charity to be made aware of any concerns or complaints that may affect its volunteers or the work it undertakes. The existence of this procedure as with others should be discussed with medics at initial training. By discussing this early, it is hoped that volunteers are more equipped to raise concerns or complaints at the time of occurrence.

***In the case of immediate risk, report concerns to an appropriate person immediately. This might be the area co-ordinator/out of hours co-ordinator or the national co-ordinator.***

## **Stage 1 – Informal resolution**

In the first instance, wherever possible, the volunteer should try to talk with the individual(s) involved as miscommunication or misunderstandings impact people in different ways and a quick resolution to a minor issue could prevent things escalating. If the volunteer is not comfortable talking with the person(s) directly, they should contact the area coordinator/assistant area coordinator or member of staff to try to resolve the situation.

If the situation is not resolved, then the complaints/concerns should be emailed to [complaints@bdmlr.org.uk](mailto:complaints@bdmlr.org.uk) where it will be read by an Investigating Officer (either a Trustee or nominated other) and a decision taken to proceed to Stage 2. The Investigating Officer's decision is final in this regard.

## **Stage 2 – Formal complaints/concerns**

If the volunteer has not already done so, a full written statement which factually details the nature of the alleged complaint/concern. This should be supported, where possible, with evidence (photos/video/screenshots) relating to the issue. The Investigating Officer should acknowledge receipt of the statement via email within five working days and aim to give an initial response within 20 working days. If the matter needs more time then the reasons for delay will be explained as well as what is going to happen and when to expect the investigation to be concluded. The investigating officer might need to speak with the volunteer if further details are required. The final response will be sent via email unless there is a request from the volunteer to meet to discuss the outcome and actions following the investigation.

## **Appeal**

If the volunteer is not satisfied with the response, then an appeal can be made in writing and sent to [complaints@bdmlr.org.uk](mailto:complaints@bdmlr.org.uk) within 10 working days of the outcome of the investigation. A review will be undertaken by Trustees not previously involved within 20 working days and a decision taken as to whether further actions need to be taken to resolve the situation. The decision will be communicated to the volunteer in writing and the decision of the Trustees will be the end of the process.

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