



BDMLR Complaints Pro-forma

CONFIDENTIAL



Please fill in this pro-forma, answering all the questions below.

This case will be dealt with confidentially but details may be shared with relevant employees/trustees of BDMLR.

Personal Details	
Name:	
Membership Number:	
Approximately, how long have you been a volunteer with BDMLR:	
Preferred contact details (email and tel):	
Area coordinator details	
Name of area coordinator:	
Contact details (email and tel):	
Case Details	
When did the problem begin?	



Type of Problem (Please tick all that you think apply)

Bullying / harassment

Grievance

Health and Safety

Discrimination (if so on what basis)

Other (please explain)

Please *briefly* outline the problem (max length 1000 characters)

Please list and attach copies of any relevant documents such as letters / emails

Has any previous action been taken?

No Yes (if yes, please state when)



As per stage 1 of the complaints procedure "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."

Have you raised the issue with your area coordinator / head office / anyone else and what, if any, advice was given or action taken?

What outcome are you hoping for?

Any other details we should be aware of?

Please return this form to complaints@bdmlr.org.uk