

Volunteering Canterbury

Policy on Complaints Procedure

It is expected that before a formal complaints procedure is initiated all reasonable steps will have been taken to resolve the situation. A report of these steps will be available at any hearing or review.

1. Notice

Any client or Member of Volunteering Canterbury who feels they have grounds for a complaint concerning Volunteering Canterbury has the right to submit written details of the complaint within 30 days following the date of the matter to the Board Chairperson, or Deputy Chairperson. Such complaint shall be acknowledged in writing and a copy of this Complaints Procedure sent to the complainant within five working days of receipt of the complaint.

2. Hearing

Any such complaint must be considered within ten working days by a grievance committee comprised of a least three members of the Volunteering Canterbury Board who shall consider the complaint and the respondent's explanation within fourteen days of receipt or such later date as agreed upon in writing by both parties.

3. Review

Should any party to the complaint be dissatisfied with the findings of the Grievance Committee, the following procedures shall be followed:

- A. They shall give notice within fourteen days from the date of receipt of its findings of their dissatisfaction, with appropriate reasons.
- B. A second Grievance Committee consisting of three people other than the original Committee members and including at least one person independent of Volunteering Canterbury shall be established by the Board Chairperson or Deputy Chairperson. If appropriate a mutually agreed person independent of Volunteering Canterbury shall facilitate the review meeting.
- C. The matter will be considered within fourteen days from the date of receipt of the notice of review or such later date as agreed upon in writing by the parties.

4. Representation

Any party involved in the complaint shall be given the opportunity to be present and to speak at any relevant meeting or hearing and may bring a representative and/or a support person who may also speak.

5. Findings

Any Committee or facilitator dealing with the complaint shall report their findings and conclusions, in writing, to the parties involved within fourteen days of the meeting, with their recommended course of action, e.g. mediation.

6. Costs

Each party shall bear their own costs in relation to personal support for any complaints procedure. Other costs may be negotiated.

7. Follow Up Procedures

Should the complaint or any part of it be found to be justified, Volunteering Canterbury will act upon the recommendation of the Grievance Committee. Volunteering Canterbury will also take all necessary steps to provide their representatives or employees with appropriate formal training or other remedial action which will assist in preventing a re-occurrence of the problem.

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