



# مبرة الشاكري للتكافل الاجتماعي

Shakiry Charity for Social Solidarity

(Ex Iraqi Charities Forum)

(رابطة المبرات العراقية سابقاً)



## POLICIES AND PROCEDURES

### COMPLAINTS AND RESOLVING DIFFICULTIES PROCEDURES

#### Introduction:

Shakiry Charity for Social Solidarity (Shakiry Charity) recognize that Volunteers are a valuable asset to the Organization, and is grateful for their invaluable support. Most Volunteers find volunteering with Shakiry Charity enjoyable and rewarding. Any problems or differences of opinion which may occur are normally resolved quickly between the Volunteer and the Volunteers' Manager. Whilst Shakiry Charity has no formal contractual relationship with Volunteers, feedback from Volunteers is encouraged, and at the same time, we wish to ensure that any problems are resolved quickly and fairly.

Volunteers have a right to make a complaint, and any complaints received will be treated with urgency and the respect due.

The below Guidelines have been produced to help deal with any problems affecting Volunteers and to ensure:

- High standards of performance in all aspects of volunteer work
- That Volunteers are treated fairly, objectively and consistently
- That all Volunteers are given adequate support; and
- That a positive and amicable solution is arrived at where practical

### COMPLAINTS AND PROBLEM SOLVING PROCEDURES

#### A. Volunteers who wish to make a complaint about Shakiry Charity for Social Solidarity, a member of staff, or another volunteer.

We use a three stage process to resolve complaints made by volunteers, which is set out below.

#### Stage 1.

If a Volunteer feels that Shakiry Charity (a member of staff, or another volunteer) has been unfair in handling a complaint made against them, or if they wish to air a grievance or their own, they should first speak directly to their Manager. The Volunteer's Line Manager will organise a meeting to discuss the issue and explore ways to resolve the concern. This meeting should be held within 7 days of the problem being raised.

If the complaint is about their Line Manager, they should then speak either to the Chair or the Vice Chair, who will arrange a meeting to discuss the Volunteer's concerns. This meeting should be held within 5 working days of the problem being raised.

If the complaint concerns misconduct by an employee, then this will be handled under Shakiry Charity Disciplinary Procedure (Staff). If this is the case, no further action will take place under the Problem-solving Procedure for Volunteers until after the outcome of any disciplinary procedures.

## **Stage 2.**

If the issue cannot be resolved informally, then the Volunteer should make a formal complaint in writing addressed to the Chair or Vice Chair within 7 days of the initial informal meeting.

They will contact the Volunteer within 7 days of receiving the complaint letter to arrange a mutually convenient time for a meeting. The Volunteer may bring a chosen observer to this meeting for support, if they so wish.

Notes will be taken at the meeting recording what was discussed and agreed upon and the Volunteer will be given a copy of these notes.

## **Stage 3.**

If the Volunteer remains dissatisfied with any decision made at Stage 2, they can appeal to the Board of Trustees. A meeting will be arranged to discuss the appeal and the Volunteer can have a chosen observer present at this meeting if they wish. Notes will be taken at the meeting showing what was discussed and the Volunteer will be given a copy of these notes.

The Board will make a decision within 14 days of the appeal meeting and this decision will be final.

## **B. Shakiry Charity for Social Solidarity receives a complaint about a Volunteer.**

Any problems, which occur, can normally be resolved quickly between the Volunteer and the Volunteers' Manager by a spontaneous and sympathetic discussion, and this should always be the initial approach. Very occasionally, however, there are times when this may not succeed and the matter may have to be resolved in a more formal manner

This could involve a three stage process which is set out below.

### **Stage 1**

In the first instance we will try to handle complaints informally by arranging a meeting between the Line Manager and the Volunteer. We recognise that many concerns can be resolved through support and supervision, particularly where they are due to training needs or inappropriate roles. In the meeting, the problems or issues will be identified, and ways of alleviating them agreed upon.

### **Stage 2**

If the complaint cannot be resolved informally, the Line Manager will raise the issue in a formal meeting with the Volunteer. The Volunteer will have the opportunity to respond. Notes will be taken at the meeting showing what was discussed and agreed and the Volunteer will be given a copy of these notes. The Volunteer may choose to be accompanied by a friend or fellow volunteer to act as their supporter at this meeting.

If it is felt necessary, an informal warning may be issued at this stage, identifying agreed steps to improve conduct within a specific period of time. **Volunteers can appeal decisions in writing to the Chief Officer and will receive a response within 14 days.**

### **Stage 3**

If the issue is still not resolved, a meeting will be arranged involving the Volunteer, Line Manager and the appropriate senior Manager. The Volunteer will be entitled to put their case and to be accompanied by a friend or fellow volunteer. Notes will be taken at the meeting showing what was discussed and the Volunteer will be given a copy of these notes.

This meeting may result in a formal warning being issued, with the understanding that following another warning the Volunteer will be asked to leave. **Volunteers can appeal decisions in writing to the Chair and will receive a response within 14 days.**

### **Stage 4**

If there has been no improvement after the previous stages the Volunteer can be asked to leave. This decision must be put in writing to the Volunteer within 7 days, giving reasons and details of the right of appeal.

**Volunteers must send letters of appeal to the Chair of the Board of Trustees of Shakiry Charity for Social Solidarity within 14 days of being deemed to have received the letter of dismissal.** The Volunteer will not be allowed to continue giving help pending his/her appeal.

**The Chair will respond to appeals within 14 days and his/her decision will be final.**

### **Gross misconduct**

If a volunteer is believed to have behaved in a manner that has or could have seriously affected the organisation – for example theft, bullying, violence or a breach of the Confidentiality, Equal Opportunities or Safeguarding Policy– this 4 stage process will not be used and the Volunteer will be immediately suspended while the matter is investigated by their Line Manager and the appropriate senior Manager.

The Volunteer will be able to put forward their case and be accompanied to meetings by a friend or fellow volunteer throughout this process. A decision will be made within 14 days. If the complaint against the Volunteer is upheld they will be excluded from volunteering with Shakiry Charity for Social Solidarity.