



New Roots Complaints and Grievance Policy

Policy

New Roots recognises that volunteers have the right to raise grievances about any matter related to their volunteering (this could be in relation to another volunteer, a member of the paid staff, or the manner in which they are being treated by the organisation. In addition, any other person is entitled to make a complaint about the organisation.

It is hoped that most issues can be resolved through regular communications, such as support and training sessions for volunteers. However, where this is not possible, this complaints and grievance procedure is in place to ensure that all difficulties, issues or problems are dealt with in a prompt and fair manner.

Procedure

1. If a volunteer, young person, parent or member of the public has a complaint against a member of staff, a volunteer or the organisation in general they should first discuss this with the New Roots Complaints Manager. A note of the meeting and any action agreed should be written, signed by all parties, kept in a secure place and a copy given to the complainant.
2. If the Manager is the person whom the complaint is against then the matter should be referred to another senior person from the Management team.
3. If the matter is not resolved at this initial meeting the complaint should be made in writing to the Complaints email address. This will require a special meeting with the team. It will be dealt with within fourteen days and treated in a confidential manner.
4. If the grievance or complaint remains unresolved the complainant has the right to request that the issue is referred to a mutually agreed Third Party.

Review of Complaints and Grievance policy and procedures

This policy and procedures document will be reviewed annually by Nazia Hanif. All staff and volunteers will be notified of any changes.

This policy has been approved by: Nazia Hanif
Date: 29.09.2021