



COMPLAINTS POLICY

Statement of policy

DLR Volunteer Centre is committed to providing quality volunteering experiences to people interested in volunteering in Dun Laoghaire Rathdown and to supporting organisations that seek to involve volunteers.

We recognise that we may make mistakes from time to time, and that people may feel that the service they have received from us, or tried to receive from us, is unsatisfactory. We encourage feedback, both positive and negative, on all aspects of our policy and operations, so that we can maintain and improve standards on an ongoing basis. If an individual or organisation chooses to make a formal complaint, we will deal with this as quickly and fairly as possible and put things right where appropriate.

Procedures

1. General principles

1.1 Scope

The purpose of this document is to set out for all parties concerned the DLRVC code of practice for dealing with formal complaints. (It cannot be used as an alternative or additional complaints mechanism to the DLRVC grievance and disciplinary procedures, which deal with the relationship between the DLRVC staff and management committee.)

1.2 Responsibility

The DLRVC Manager is responsible for ensuring that the policy and the procedures in this document are implemented efficiently and effectively. All other staff and volunteers (including voluntary management committee members) are expected to facilitate this process.

1.3 Eligibility

Anyone using or trying to use DLRVC's services can make a complaint. This includes potential, current and past volunteers, voluntary organisations, statutory bodies, etc. However, DLRVC does not respond to anonymous or abusive complaints.

1.4 Treatment of complaints

Complaints are taken seriously. Each complaint is treated equally, sensitively and in confidence. All complaints are handled with an open mind and investigated without prejudice. Complaints are dealt with promptly in an attempt to resolve them as quickly as possible. All complainants will receive a written explanation of the DLRVC response to their criticism.

2. Complaints method

2.1 First step

Complaints should be in writing, addressed to the DLRVC Manager. The Manager will respond to the complaint within five working days of receipt. If it requires further investigation, the complainant will be made aware of this. It is hoped that most complaints will be resolved at this stage.

2.2 Second step

If the complainant is unhappy with the reply they have received (or if the original complaint is actually about the DLRVC Manager), they can appeal in writing to the chair of the DLRVC management committee within five working days. The chair of the management committee will let the complainant know in writing, within five working days of receiving this letter, that the complaint is being investigated further and that it will be presented to the next meeting of the management committee. The management committee's decision is final.

3. Monitoring and evaluation

3.1 DLRVC complaints

DLRVC monitors and evaluates complaints about the organisation on a regular basis and seeks to make ongoing improvements.

3.2 Feedback

Constructive feedback on this document is always welcome. DLRVC will ensure that the management committee considers it, if appropriate.

3.3 Review

This document will be reviewed by the management committee on an annual basis, or sooner if circumstances change.

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