

COMPLAINTS AND GRIEVANCE POLICY

DACYP 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 DACYP). In addition, any other person, for example a young person, a parent or another professional such as a teacher is entitled to make a complaint about the organisation.

It is hoped that most issues can be resolved through regular communications, such as organised training, support and supervision sessions for volunteers and planned communications with the schools and general public. 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 Chair of the DACYP Management Committee. 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 Chairperson is the person whom the complaint is against then the matter should be referred to another senior person from the Management Committee or one of the Trustees.
3. If the matter is not resolved at this initial meeting, the complaint should be made in writing to the Management Committee. The Management Committee will respond with a written confirmation that the complaint has been received within 7 days. A special meeting of the Committee will be called to discuss the complaint and to decide on appropriate action. A report of this meeting will be sent to complainant within 1 calendar month. A copy of the report will be filed in DACYP records in a secure place. The complaint will be 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 (e.g. Youth Scotland or local Council for Voluntary Services). This concludes our complaints procedure.

Note:

The current Chair of the Management Committee is Revd Anne Harvey and she can be contacted at rev.anneharvey@gmail.com