



COMPLAINT PROCEDURE

Introduction

The aim of this Procedure is to settle complaints fairly and it is intended to operate simply and quickly. Every effort will be made to resolve the issue at the earliest possible stage, and at each stage efforts will be made in order to avoid proceeding to the next stage and to settle the issue amicably.

If a Community Assistant(CA)/Volunteer has a problem with any other member of staff, and is unable to sort it out informally, the matter should be referred to the CA he/she reports. You may be able to agree an informal solution between you.

If the problem is serious or remains unresolved or the CA wishes to raise the matter formally, the CA can use the formal complaint procedure.

The Procedure

Raise the complaint orally and if necessary in writing

The CA should raise a grievance with their program lead without unreasonable delay.

If the complaint is against the program lead, the matter should be raised with the Executive Director. In the case of the Executive Director, the matter should be raised with the Chair of the Board.

The CA must detail orally or in writing the specific circumstance or circumstances which constitute the complaint, with dates, times, witnesses, etc. as applicable. CAs should stick to the facts.

Invitation to a conflict resolution circle meeting

The CA designated to keep the circle will invite each participant to join the circle independently.

Conflict Resolution Circle

A conflict resolution circle will be conducted and continue until all participants are in agreement with the resolution

Documentation

Where it is agreed by all circle participants the conclusions of the circle will be documented.

Approved by the Board
April 2103