



volunteer centre
Ionad d'Obair Dheonach Contae Átha Cliath Theas
SOUTH DUBLIN COUNTY

south dublin county volunteer centre

complaints policy

Statement of policy

The South Dublin County Volunteer Centre (SDCVC) is committed to providing a high quality service to volunteers, volunteer-involving organisations, and other individuals and bodies interested in our work. 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 SDCVC code of practice for dealing with formal complaints. (It cannot be used as an alternative or additional complaints mechanism to the SDCVC grievance and disciplinary procedures, which deal with the relationship between the SDCVC staff and management committee.)

1.2 Responsibility

The SDCVC 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 SDCVC's services can make a complaint. This includes potential, current and past volunteers, voluntary organisations, statutory bodies, etc. However, the SDCVC 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 SDCVC response to their criticism.

2. Complaints method

2.1 First step

Complaints should be in writing, addressed to the SDCVC 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 SDCVC Manager), they can appeal in writing to the chair of the SDCVC 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 SDCVC complaints

The SDCVC 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. The SDCVC will ensure that the management committee consider it, if appropriate

3.3 Review

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

Approved 28th July 1999