

DANBURY VOLUNTEER GROUP

Complaints Procedure

Approved: June 2021

Approved by: Mandy Hessing & Stephanie
Smith

Next Review: June 2022 (if required)

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1. Aims

The Danbury Volunteer Group (DVG) aims to provide support to residents of Danbury during the Coronavirus pandemic when needed and help to the Danbury Medical Centre with its Vaccination Programme.

DVG promotes transparency and honesty when things go wrong. All volunteers or residents should apologise and be honest with relevant people when things go wrong.

This policy outlines the procedure to follow should a volunteer or resident have a complaint related to DVG.

2. Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally.

If a volunteer or resident has a complaint, they should speak to the person they have a complaint against and try to resolve the issue directly.

3. Formal Resolution

If a volunteer or resident feels they want to raise a formal complaint, this must be done in writing by emailing Mandy Hessing at hess160@aol.com with the subject "DVG Complaint".

The complaint must include the following details:

- Who the complaint is against;
- What date and time the incident occurred;
- Specific details regarding the complaint;
- Specific details of anyone else who was witness to the incident.

Mandy Hessing will decide, after considering the complaint, the appropriate course of action to take, and will request assistance from another member of the DVG Senior Admin Team if required, forming the panel which may include third parties, as appropriate.

In most cases the panel will speak to all parties concerned to discuss the matter. If possible, a resolution will be reached at this state.

It may be necessary for the panel to carry out further investigations.

The panel will keep written records of all discussions in relation to the complaint. Once, so far as is practicable, all of the relevant facts have been established, a decision will be made, normally within 14 days, and all parties will be informed of this decision in writing. Mandy Hessing, on behalf of the Panel, will also give reasons for the decision.