

Greek Orthodox Community of Bristol Charity

Registered Number 279079

Complaints Handling Policy – (Version 30/12/20)

We welcome the involvement of volunteers in this organisation and we try to ensure that the volunteering experience is a rewarding one. Our intention is to get things right, but in the event of us falling short of any volunteer's expectation we welcome comments on how volunteering with us can be improved.

However, if something is not resolved to your satisfaction, you have the right to make a complaint. This procedure is set out below. Your complaint will be:-

- dealt with as quickly as possible
- handled fairly and politely
- investigated fully

How can a volunteer complain?

We wish to be as flexible as possible in receiving complaints. Volunteers can complain:

- by letter
- by phone
- in person
- by email
- on behalf of someone else

Our COMPLAINTS PROCEDURE has three stages:

STAGE 1: FIRST INFORMAL COMPLAINT You should, in the first instance, make your concerns known to **your Volunteer Line Manager (Community Parish Priest, School Committee Chair, Head Volunteer Librarian, Filoptochos Chair or Church Committee Chair, as relevant)** . S/he will try to resolve the matter immediately and informally, but if this is not possible, you will be asked if you wish to make a formal complaint.

STAGE 2: FORMAL COMPLAINT If you wish to proceed, you will need to put your complaint in writing addressed to **your Volunteer Line Manager**. Your complaint will be acknowledged in writing. We will aim to resolve the complaint within 30 working days. If this target of 30 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding. If the complaint involves your **Volunteer Line Manager**, you may address it directly to **the Chair of the Church Committee** or if they are the subject of the complaint, to the **Chair of the Trustees**.

STAGE 3: MY COMPLAINT HAS BEEN INVESTIGATED, BUT I AM STILL NOT SATISFIED At this stage the complaint will be dealt with by the **Board of Trustees**, who will appoint **2 Trustees**, (not including the Chair if they are the subject of the complaint,) to carry out an investigation and provide a response within 30 working days. Their findings will be presented to the Board of Trustees and their

response will be final. The information in this document is for information only. It is not a substitute for professional advice and we cannot accept any responsibility for loss occasioned as a result of any person acting or refraining from acting upon it.

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Registered Charity: 279079.