

1.	NAME <i>Whose policy</i>	Byfield Good Neighbour Scheme , hereafter called “the Scheme”
2.	INTENTION <i>Why do we need a policy</i>	<p>The Scheme has been set up to aid, include and involve all in our community.</p> <p>This policy sets out how we will handle complaints, so all involved have a clear idea of what will happen should a problem arise.</p> <p><i>NB Any user can request that a volunteer is not assigned to assist them – or vice versa - but should such a request be deemed to be discriminatory, the member may be subject to removal from the Scheme’s register.</i></p> <p><i>Eg If you would prefer female assistance for personal tasks, that is obviously in the interests of your comfort, but anyone can put your bin out for you!!</i></p>
3.	STATEMENT <i>What we will do</i>	We will investigate, fairly and caringly, should a complaint arise, following this procedure, and take the appropriate action as a result.
4.	ACTIONS <i>How we will do this</i>	<p>The following policies set out how members should behave – this includes volunteers and users of the scheme:</p> <ul style="list-style-type: none"> • <i>Equal Opportunities Policy</i> • <i>Confidentiality & Data Protection</i> • <i>Safeguarding</i> <p>All volunteers will be trained to provide a service in an effective and friendly way.</p> <p>The Scheme maintains a Complaints Record and it is regularly reviewed by the Chairman of the Committee.</p>

<p>5</p>	<p>MAKING A COMPLAINT</p> <p><i>How to report an issue</i></p>	<p>User : If you would like a volunteer to amend the way they are carrying out a task for you, please try and mention it to them in the first place. They are trained to listen to you in the first instance.</p> <p>If you do not feel that they have listened to you, or you do not feel you can speak to them, you should report the issue to the Users Representative on the Committee. You can do this verbally or in writing.</p> <p>If there is an immediate danger from the volunteer to other members, please contact any member of the Committee urgently.</p> <p>Volunteer : Report any incident you feel uncomfortable about to the day's Co-ordinator, and follow up with the Volunteers Co-ordinator should you wish to make a complaint.</p> <p>Committee Member : Make any complaint in writing about a Committee Member to the Chair, or the next senior Committee Member.</p>
<p>6</p>	<p>INVESTIGATION</p> <p><i>How we will look into the issue</i></p>	<p>The appropriate Representative (Users / Volunteers/ Committee Member) will follow up with you within 7 days.</p> <p>The Representatives will inform their counterpart, and together they will investigate the matter.</p> <p>Your Representative will report to you with the result of the investigation and any follow-up action that will be taken.</p>
<p>7</p>	<p>RESOLUTION</p> <p><i>How we will fix the matter</i></p>	<p>Where a complaint is confirmed against a volunteer the Coordinator will take action according to the severity of the complaint as follows:</p>

		<p>Where the complaint is minor :</p> <ul style="list-style-type: none">• the volunteer will be offered additional training to prevent a recurrence of the problem and will not be permitted to work as a volunteer until the training has taken place• A record of the action will be recorded in the volunteer’s personal file held by the Volunteer Co-ordinator.• A risk assessment will be conducted as to whether assistance can continue to be offered if the complaint related to a user. <p>Where the complaint is held to be serious:</p> <ul style="list-style-type: none">• the volunteer/user will be removed from the scheme <p>Any complaint that relates to potential criminal activity:</p> <ul style="list-style-type: none">• will be reported to the police immediately• the volunteer will be suspended from volunteering with the scheme until the police have decided if there is a case for prosecution or other action against the individual (acceptance of a caution, for example)• The user will not receive assistance from the Scheme until the same completion of the police process.• A risk assessment will be completed, and a decision made by the Committee (Quorum – 3+) on whether the Scheme can continue to assist that user, accept the services from that volunteer or Committee Member. <p>The report, investigation and resolution will be recorded in the Complaints Record as a permanent record.</p>
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8.	DISPUTE <i>If you re not satisfied with the outcome</i>	Both sides have the additional option of referring the complaint to the Management Committee if they are not satisfied with the initial outcome. This referral must be made in writing and will be considered by 3 members of the Committee within 7 days from the referral being received, and investigated further if necessary. The decision of the committee members will be final.
9.	FEEDBACK <i>If you notice some way we can improve...</i>	The Scheme is continuously open to feedback from volunteers, users and the village community. If you notice an obstacle, please help us by letting us know. If you have a recommendation for action, again, please pass it on: <p style="text-align: right;">ByfieldGNS@gmail.com</p>
10.	REVIEW <i>When we will look at this policy again</i>	The policy will be reviewed annually, or as necessary from feedback received, by the Management Committee.

We certify that this is the Complaints Policy of the Byfield Good Neighbour Scheme which was adopted at a meeting held on:

Date:
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Chairperson:
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Secretary:
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