

# Young Enterprise NI Volunteer Complaints Process



Although we are confident that you will find your experience as a volunteer with Young Enterprise NI both rewarding and positive, we recognize the importance of having in place a process by which volunteers can feel confident that any complaint will be treated seriously and heard fairly. To facilitate this and to ensure to best practice in managing our volunteers we have developed a procedure by which volunteers may raise a complaint at any time during their volunteering journey.

## What can I expect from the Volunteer Complaints Process?

- A procedure which is not unnecessarily complicated or difficult to understand.
- A procedure which is just as fair as the complaints procedure for paid staff and regarded just as seriously.
- A process which provides a hierarchy for complaints - therefore if a complainant feels that the matter has not been resolved at a particular level they can appeal to a superior level.
- A process which takes into account that some volunteers may not have English as their first language, or may have learning difficulties.

Volunteers can expect to have a meeting to resolve the matter within ten days of the date of submitting your complaint in writing. If the result of this meeting is deemed unsatisfactory by the volunteer they have

the right to direct their complaint to the Head of Stakeholder Engagement and can expect a meeting within ten working days. If the volunteer still feels that the matter is not resolved they may escalate their complaint to the Chief Executive and, again expect a meeting within ten working days.

## How does a volunteer go about making a complaint?

See the step by step process outlined overleaf. Use the Volunteer Complaints Form to detail your concerns in writing and submit this as detailed in the process.

## Volunteer Complaints Procedure: Process

1. If you feel that you have grounds for complaint you should initially raise the matter with your designated Young Enterprise Representative in writing using the Volunteer Complaints Form (you should have received contact information for your Young Enterprise contact in your Volunteer Welcome Pack). You can expect your Young Enterprise Representative to schedule a meeting to discuss the issue within ten working days. An impartial adviser will take a record of this meeting and participants should aim to set targets for progress and a review date.
3. If the volunteer feels that the matter has still not been satisfactorily resolved the volunteer should have the right to have the complaint heard by the Chief Executive, who will hold a meeting with all those concerned within ten working days of a referral. The decision of the Chief Executive will then be final.

If the complaint relates directly to your Young Enterprise Representative then you should direct your complaint in writing using the Volunteer Complaints Form to:

**Young Enterprise NI  
Grove House  
145-149 Donegall Pass  
Belfast  
BT7 1DT**

2. If the volunteer is not satisfied that their complaint has been resolved within a reasonable time frame then the volunteer should put the complaint in writing using the Volunteer Complaint Form, to the Head of Stakeholder Engagement who should endeavor to meet with all concerned parties within ten working days. Again, an impartial adviser should take a record of this meeting and participants should aim to set targets for progress and a review date.

***The volunteer should have the right at all stages to be accompanied by a colleague or friend. If a complaint is being made about a member of Young Enterprise NI staff, all stages should involve the line manager of the individual concerned.***



## Volunteer Complaints Form

### About you:

Your name

Your organisation

Contact address

Contact telephone

### About your complaint:

Please detail below the nature of your complaint including: where it took place, date(s) it took place, who was involved, any witnesses present, etc and attach any supporting evidence.

*The information I have given in this form is true and accurate to the best of my knowledge*

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_