

Respect Project

Complaints and Grievance Policy

The Respect Project recognises that Leaders / volunteers have the right to raise grievances about any matter related to their involvement in the project activities (this could be in relation to another leader / volunteer, a young person within the Project activities, or the manner in which they are being treated by the Respect Project as an organisation. In addition, any other person is entitled to make a complaint about the organisation.

This complaints and grievance procedure is in place to ensure that all difficulties, issues or problems are dealt with in a prompt and fair manner.

PROCEDURE

1. In the first instance, if any leader / volunteer has a grievance about their involvement in the project or a colleague they should discuss it informally, as soon as possible, with a Project committee member. The committee member will take the grievance seriously and ensure that everything is done to try and resolve the issue informally. It is hoped that the majority of concerns will be resolved at this stage.
2. If a leader / volunteer feels that the matter has not been resolved through informal discussions, they should put the complaint in writing to the Project Committee. This will require a special meeting of the Committee and will be dealt with within fourteen days and treated in a confidential manner.
3. A note of the meeting and any action agreed should be written, signed by all parties, kept in a secure place and a copy given to the complainant.
4. If the grievance or complaint remains unresolved the complainant has the right to request that the issue is referred to a mutually agreed Third Party (St John Bosco Youth Centre, Volunteer Now etc).