



The Bedwyns LINK Scheme
Registered Charity No. 1052579

Complaints & Grievance Procedure

Link Schemes provide a volunteer service to those in need in their communities. The management committee, co-ordinators and volunteers aim to provide a quality service at all times. If at any time you are not satisfied, please use the following guidelines to make your complaint.

In the first instance please telephone the Bedwyns Link Scheme (BLS) Co-ordinator to discuss the issue and resolve it if possible. The co-ordinator will record the complaint and the solution if it has been possible to reach one and will pass the details to the Chair or designated person. The initial complaint may be made to the Chair or another member of the Committee of Trustees if you prefer.

If it has not been possible to resolve the issue on an informal basis the Chair may wish to telephone you or arrange a meeting to confirm the details of the complaint and try to resolve it. The Chair will inform the volunteer of the complaint and take their views into account as appropriate.

Once the issue is resolved you will receive a written record of the original complaint and the outcome unless you indicate that you do not require this. Unless you are advised otherwise the complaint will be dealt with in 14 working days.

If you do not feel your complaint has been resolved satisfactorily, please contact:

The Link Project, Community First: Tel. 01380 722241

Grievance Procedure

Any volunteer who feels they have been unfairly treated should follow the guidelines below.

Contact the volunteer recruitment and support officer, the Chair, or a member of the Committee who will deal with the grievance promptly, fairly and in total confidence. The grievance may be communicated verbally or in writing. The volunteer recruitment and support officer may request confirmation in writing if he/she feels it necessary.

A response to the grievance, either offering a resolution, or outlining the procedure and time scale for dealing with a more complex grievance. The grievance should be reported to the next Management Committee meeting.

If no solution can be reached between the volunteer and the Management Committee, the volunteer may contact:

The Link Project at Community First: Tel: 01380 722241.