

### **Brightside Volunteer Complaints Procedure**

*The volunteer complaints procedure is designed to be fair and transparent, to ensure that all of Brightside's staff and volunteers feel comfortable raising concerns they may have in regards to volunteering and confident that Brightside will act on them in an appropriate manner.*

- 1) All complaints should be directed to the Volunteer Manager, Matt Foster, who can be contacted at [matt.foster@brightside.org.uk](mailto:matt.foster@brightside.org.uk)
  - a. The volunteer manager will arrange a convenient time to talk through the complaint with the complainant, making a clear record of the conversation
  - b. The volunteer manager will consider what action needs to be taken as a result of the complaint
  - c. The volunteer manager will communicate these outcomes with the complainant
  
- 2) Should the complainant be unsatisfied with the outcomes of their complaint, or if the complaint relates directly to the Volunteer Manager, they may escalate their complaint to the Head of Projects, Laura Gray at [laura.gray@brightside.org.uk](mailto:laura.gray@brightside.org.uk).
  - a. The Head of Projects will, if appropriate, discuss with the Volunteer Manager the outcomes of the complaint so far
  - b. The Head of Projects will arrange a convenient time to talk through the complaint with the complainant, making a clear record of the conversation
  - c. The Head of Projects will consider if any additional action is necessary
  - d. The Head of Projects will communicate these outcomes with the complainant
  
- 3) Once the complaint has been resolved, details will be anonymised and then stored electronically by Brightside, to ensure the recording of learning

*Complaints may also be submitted in writing. Please address these to:*

*Matt Foster, Brightside  
7 – 14 Great Dover Street  
London  
SE1 4YR*