

### ***Statement of Policy***

Dublin City Volunteer Centre (DCVC) is committed to providing a high quality service to volunteers and voluntary organisations that use its services.

We recognise that we may make mistakes from time to time, and that people may feel that the service they have received from us, or tried to receive from us, is unsatisfactory. We encourage feedback, both positive and negative, on all aspects of our policy and operations, so that we can maintain and improve standards on an ongoing basis. If an individual or organisation chooses to make a complaint, we will deal with this as quickly and fairly as possible and put things right where appropriate. DCVC encourages feedback by having a complaint policy available on our website, carrying out evaluations after trainings and events and by conducting an annual survey for volunteers and Volunteer Involving Organisations.

### **Procedures**

#### **1. General principles**

##### **1.1 Scope**

The purpose of this document is to set out for all parties concerned the DCVC code of practice for dealing with complaints. (It cannot be used as an alternative or additional complaints mechanism to the DCVC grievance and disciplinary procedures, which deal with the relationship between DCVC staff and board.)

##### **1.2 Responsibility**

The DCVC Manager is responsible for ensuring that the policy and the procedures in this document are implemented efficiently and effectively. All other staff, interns and volunteers (including voluntary directors) are expected to facilitate this process.

##### **1.3 Eligibility**

Anyone using or trying to use DCVC's services can make a complaint. This includes potential, current and past volunteers, voluntary organisations, statutory bodies, etc. However, DCVC does not respond to anonymous or abusive complaints.

##### **1.4. Treatment of Complaints**

Complaints are taken seriously. Each complaint is treated equally, sensitively and in confidence. All complaints are handled with an open mind and investigated without prejudice. Complaints are logged and dealt with promptly in an attempt to resolve them as quickly as possible. All formal complainants will receive a written explanation of the DCVC response to their criticism.

## 2. Complaints Method

### 2.1 First Step

Where appropriate, complaints should be raised on an informal basis with the staff member best able to resolve the situation. In this way issues can be dealt with quickly and often most successfully.

Where an informal approach is not appropriate or you are unhappy with the outcome of an informal approach, a formal complaint should be made in writing, addressed to the Dublin City Volunteer Centre Manager. The Manager will respond to the complaint within five working days of receipt. If it requires further investigation, the complainant will be made aware of this. It is hoped that most complaints will be resolved at this stage.

### 2.2 Second Step

If the complainant is unhappy with the reply they have received (or if the original complaint is actually about the DCVC Manager), they can appeal in writing to the chair of the DCVC Board of Directors (address below) within five working days of receipt of their answer. The Chair of the DCVC Board will let the complainant know in writing, within five working days of receiving this letter, that the complaint is being investigated further and that it will be presented to the next meeting of the Board. The Board's decision is final.

## 3. Monitoring and Evaluation

### 3.1 DCVC Complaints

DCVC monitors and evaluates complaints about the organisation on a regular basis and seeks to make ongoing improvements.

### 3.2 Feedback

Constructive feedback on this document is always welcome. It must be given to the Manager who will ensure that it is considered by the Governance sub-group.

### 3.3 Review

This document will be reviewed by the Governance sub-group on a biennial basis, or sooner if circumstances change.

**June 2016**