

	<p>Program Policy and Procedure Manual</p>	<p>Section Volunteers</p>
<p>Policy IX. 9</p>	<p>Volunteer Complaints</p>	<p>Created 11/19/15</p>

Policy: A compliant may be filed by a volunteer when there is dissatisfaction that occurs when he/she feels a work condition is negatively affecting them while in volunteering with the Victim Service Center.

Purpose: To provide a structured, uniform means for volunteers to file a complaint regarding a work condition the volunteer feels is unjust, inequitable, a hindrance to effective operation or creates a problem.

Procedure:

1. A volunteer may file a complaint in writing or in person to the Volunteer Coordinator or designee upon becoming aware of an act or condition that is the basis for the compliant.
2. The Volunteer Coordinator shall document the compliant in their Volunteer File within five work days. A written response, including details of the compliant, shall be provided to the Marketing Director.
3. In the event the compliant involves a VSC Staff Member, the staff member will be made aware of the compliant (when appropriate) and the direct supervisor will be notified.
4. The Volunteer Coordinator and/or Marketing Director shall review the issues described and may speak privately and/or obtain written/verbal statements from any witnesses.
5. Volunteers should be provided all contact information for VSC Leadership in the event they are more comfortable reporting a compliant to an alternate staff member.