



Volunteer issue resolution policy and procedure

Created 2021

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Date of next review: October 2023

Feedback and concerns

The Access Project aims to create an environment where volunteers feel valued and supported. We also recognise that there may be occasions when volunteers have feedback, concerns or grievances, and this policy/procedure provides an open and fair way for volunteers to provide feedback, raise concerns and aims to enable grievances to be resolved quickly.

We welcome any feedback, suggestions or ideas on how to improve your volunteer experience. Our goal is to promote a positive atmosphere so we will always treat you with courtesy and respect, and listen to your concerns.

1. How to provide feedback or raise a concern/grievance

You can contact us in a variety of ways. Please include your name and contact details so we can address your concern as efficiently as possible:

- You can email us at volunteering@theaccessproject.org.uk
- You can contact us at our head office on 0204 513 5999 (Monday to Friday between 9am and 5:30pm).

2. Procedure

- When feedback is received it will be logged and we will acknowledge your feedback within five working days of receiving it
- If you raise a concern or grievance, our Head of Volunteer Experience will review these on a case-by-case basis and we will be in touch with you to discuss the next steps
- You may also withdraw your grievance at any time in the process.