



Mactaggart Youth and Communities
Outreach Service
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Mactaggart Youth and Communities Outreach Services

Providing Information and Accessible Youth Friendly Services

Complaints & Grievance Policy

COMPLAINTS AND GRIEVANCE POLICY

Mactaggart Youth and Communities Outreach Service (MYCOS)

POLICY

The MYCOS recognises that volunteers have the right to raise grievances about any matter related to their volunteering (this could be in relation to another volunteer, a member of the paid staff, or the manner in which they are being treated by MYCOS. In addition, any other person is entitled to make a complaint about the organisation.

It is hoped that most issues can be resolved through regular communications, such as support and supervision sessions for volunteers and MYCOS open evenings. However, where this is not possible, this complaints and grievance procedure is in place to ensure that all difficulties, issues or problems are dealt with promptly and fairly.

PROCEDURE

- If a volunteer, young person, parent or member of the public has a complaint against a member of staff, a volunteer or the organisation in general, they should first discuss this with the MYCOS Manager. A note of the meeting and any action agreed should be written, signed by all parties, kept in a secure place and a copy given to the complainant.
- If the Manager is the person against whom the complaint is made, then the matter should be referred to another senior person from the Management Committee
- If the matter is not resolved at this initial meeting, the complaint should be made in writing to the Management Committee. This will require a special meeting of the Committee. It will be dealt with within fourteen days and treated in a confidential manner
- If the grievance or complaint remains unresolved, the complainant has the right to request that the issue is referred to a mutually agreed Third Party (e.g. Youth Scotland or local Council for Voluntary Services).