



ATLANTIC RACQUET CENTRE (ARC) VOLUNTEER PROBLEM SOLVING POLICY

Whilst Atlantic Racquet Centre hopes and expects that volunteers will find the whole volunteering experience happy and rewarding, it is inevitable that problems will sometimes arise. The purpose of this document is to give you guidance on what to do if you want to raise an issue, or feel you have a complaint.

Informal resolution

Issues are best resolved quickly and informally and ARC is committed to supporting this to happen wherever possible. If you have concerns, or questions then please talk to your manager at the earliest opportunity. Often things can be quickly sorted out by talking them through at an early stage.

If your manager is not able to help with your issue, you should ask if you can talk the problem through with someone else at ARC, either staff or volunteer.

If this informal process does not resolve your situation, it will go to a formal complaint process.

Formal resolution

We would encourage you to put your complaint in writing, using the Volunteer Complaints form available in the handbook, or from your manager. Using the form hopefully enables you to clarify the situation, describe what you would like to happen and to list any evidence you are providing, if necessary. Please note, if your complaint is about another person (as opposed to a process), we will want to share what you have written with them. If you feel unwilling to put your complaint in writing, we will, of course, follow up verbal complaints.

We encourage you not to complain anonymously, as we are then unable to respond to your specific situation or ask you for more detail.

ARC expects to resolve formal complaints fairly and as quickly as possible.

We aim for the whole process to be completed in 28 days, where possible.

The manager dealing with the complaint will choose one of the following options to resolve the issue, depending on its nature and complexity.

Option 1 – the manager will meet you to discuss the issue. You can bring a friend to this meeting. Out of courtesy, please let your manager know if you are bringing someone and who this is. The manager will have a note taker present. The meeting can be adjourned to collect more facts. At the end of the process the manager will meet you to tell you the outcome and confirm this in writing afterwards.

Option 2 – for more complex cases the manager will assign an independent investigating manager to establish the facts and set up a meeting once the investigation has concluded. You can bring a friend to this meeting. Out of courtesy, please let your manager know if you are bringing someone and who this is. The manager will have a note taker present. Witness involvement will be kept to a minimum but any evidence obtained from witnesses will be made available to you. If you wish to submit your own evidence or call any witnesses you must provide details to the manager at

least 3 days before the meeting. At the end of the process the manager will meet you to tell you the outcome and confirm this in writing afterwards.

If issues involving allegations of bullying or harassment are raised during either option 1 or 2 above, the meeting will be adjourned. If these allegations involve staff, the manager will follow ARC procedures for dealing with these situations. For volunteers, the manager will follow the process outlined in the How we Manage Concerns or Issues guide. At the end of this process the manager will meet with you again to inform you of the outcome.

If, during the process of establishing the facts, the line manager determines that disciplinary action is appropriate for anyone involved (i.e. in cases of misconduct or poor performance) he/she will follow ARC procedures for staff or volunteers, as necessary.

At the end of this process the line manager will meet with you to discuss the outcome of your complaint (respecting the confidentiality of all involved). You can bring a friend to this meeting. You have the right to appeal (see below).

Appeals procedure

If you want to make an appeal against the decision, you must do so, in writing or by email, within seven days of the original meeting. You must say why you are appealing for example new evidence, procedural error etc. The manager will then appoint someone independent of the property to investigate your appeal. This person will invite you to a meeting to discuss your appeal. Once they have spoken to everyone concerned, you will be invited to a further meeting to hear the outcome. The outcome of this appeal is final.

Additional Information


You will be given reasonable notice of the need to attend a formal complaint meeting. If a meeting is postponed because a companion is not available a new date will be set normally within five days.

If your meeting is postponed for any other reason, it will be rearranged as soon as possible, and an alternative method, like telephone or letter, could be used.

You will receive written confirmation of the outcome of the complaint as soon as possible together with details of the appeal process, if you are still not satisfied.

We do record any issues or complaints you raise, to note how things have been resolved and to track any common themes with an individual or procedure.

This Policy is recommended for approval by:

Signed: 

ARC Chair: Anoushka Lynd

Date: 12/04/2024

Signed: 

Club Welfare Officer: Tish Shere

Date: 12/04/2024