Insert Op Shop Name

Anglican Parish of XXXXXX – Diocese of Bendigo

**Volunteer concerns and complaints policy**

**General principles**

We aim to provide a fair, equitable and productive environment for all volunteers. This policy seeks to support the achievement of this goal by providing a transparent and consistent process for raising and resolving concerns and complaints.

Speaking up earlier on matters of concern to you as a volunteer can enable action to be taken quickly Whether it be your roster, needing training and support, occupational health and safety concerns, or another person’s behaviour – it is important that the Coordinator/supervisor is provided with an opportunity to consider your concern and respond where possible. Early intervention is a essential to avoid matters escalating. We welcome hearing from you.

Solutions will aim to address the key issues and be acceptable to all individuals or parties involved generally without ascribing blame, victimisation or discrimination. People raising concerns will not suffer any disadvantage, victimisation or discrimination as a result of raising an issue, with minimum stress and maximum protection for all concerned.

Every volunteer has a responsibility to comply with this policy and to treat everyone who volunteers with dignity and respect.

**Definitions**

**Concern:** raising of a matter/s that is of concern to an individual in relation to issues such as health & safety, their own welfare or well-being or that of others, which generally can be resolved at a local level through discussion

**Complaint:** raising a formal complaint with regard to professional standards or allegations of misconduct, which may include matters such as suspicion of fraud, risk of abuse or actual abuse, bullying and harassment

**Victimise:** To act or intend to act towards a person in a way which is intended to cause disadvantage to that person because they have made a complaint, or may make a complaint, or may be or are the subject of a complaint.

**Rights and responsibilities**

All persons have the right to:

* raise a concern internally with their direct coordinator/supervisor or another committee member of the Op Shop or Diocese at an appropriate level
* raise a formal and confidential complaint through the independent Office of Professional Standards, Kooyoora Ltd on via a free call on **1800 135 246.** Any investigations and proceedings will be conducted objectively and following due process
* be treated with respect and impartiality and provided with support throughout the process
* expect matters to be dealt with in a timely manner
* report matters to relevant external bodies

It is the responsibility of all parties involved in a concerns or complaint process to participate fully in the resolution process in good faith. Confidentiality must be respected and maintained at all times within the constraints of the need to fully investigate the matter, subject to any legal requirements for disclosure and consistent with the principles of natural justice.

**Concerns and Complaints Procedure**

There is a 3 level internal process and/or an opportunity to report externally to relevant authorities

1. **Raise Concern with Individual/Op Shop Coordinator**

The volunteer attempts to resolve the concern as close to the source as possible, generally by discussing the issue with the person involved. This level is quite informal and verbal. Should the op shop coordinator or volunteer not feel confident in discussing the matter, they should proceed immediately to Level 2. At all times, the Op Shop Coordinator/Manager reserves the right to seek assistance from churchwardens to help resolves matters quickly and objectively.

If the matter is not resolved, proceed to Level 2.

1. **Raise Concern with Op Shop Coordinator or Committee**

The volunteer notifies their op shop coordinator (in writing or otherwise) as to the substance of the concern and states the outcome sought. Discussion should be held between the volunteer and any other relevant party. This level will usually be informal but either party may request written statements and agreements. Churchwardens may assist with stage also.

Should the person who is the subject of the concern be the op shop coordinator the volunteer should notify another committee member of the opportunity shop who will then contact the Diocese registrar.

If the matter is not resolved, proceed to Level 3.

1. **Raise Concern with Parish Council or Registrar**

The op shop committee must refer the matter to the Parish Council and/ or Diocese via the Registrar. A concern taken to this level must be in writing from the volunteer. The op shop coordinator will forward any relevant information. The op shop coordinator will provide a written response to the volunteer. The op shop coordinator also communicates with any other parties involved or deemed relevant. This level should not exceed two weeks.

**Level 4 - External Reporting**:

Generally raising concerns for resolution at a local level early will ensure that matters are addressed in a timely manner for all parties.

However, both the volunteer and the organisation reserves the right to report serious matters to relevant external parties such as The Office of Professional Standards – Kooyoora Ltd **(1800 135 246),** police etc at the outset without utilising internal procedure.

The volunteer will be advised of his/her rights to pursue the matter with external authorities if they so wish.

**AUTHORISED BY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**EFFECTIVE DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**