



# The Access Project - Volunteer Issue Resolution Policy and Procedure

Last reviewed: May 2021

Date of next review: May 2022

## 1. Feedback and concerns

The Access Project Volunteer Issue Resolution Policies and Procedures applies to volunteer Tutors.

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.

## 2. Procedure

When feedback is received it will be logged and we will acknowledge your feedback within 5 working days of receiving it.

If you raise a concern or grievance our Volunteer Experience Manager 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

## 3. How to raise a complaint

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 contact us at our head office on 0204 513 5999 (Monday - Friday between 9am and 5:30pm).
- You can email us at [volunteering@theaccessproject.org.uk](mailto:volunteering@theaccessproject.org.uk).
- You can also write to us at: FAO The Volunteering Department, 128 Aldersgate Street, Barbican, London, EC1A 4AE