

SCA Complaints Procedure

Complaining about a volunteer

- Level 1: Discuss the issue with the person/ people involved. Remember that problems and errors are more often resolved by raising the issue with the person: talk to them and try to negotiate a solution.
- If this does not work or is inappropriate →
- Level 2: Raise the issue with project leader, who will take appropriate action.
- If this does not work or is inappropriate →
- Level 3: Complaint in writing to SCA Coordinator at community.action@durham.ac.uk
To be dealt with in accordance with the disciplinary procedure (see below).

Complaining about University of Durham Student Community Action

- 1) Complainant to contact the coordinator in person to discuss. We hope that the majority of complaints can be solved informally.
If this does not resolve the issue, or is inappropriate →
- 2) Complaint in writing to Emma Hall-Craggs at emma.hall-craggs@durham.ac.uk.

SCA Disciplinary Procedure

This includes complaints made about a volunteer, including breach of any of SCA's policies or of the volunteer's responsibilities (see Rights and Responsibilities) and any gross misconduct (for example: prejudiced behaviour, drunkenness, drug-taking, violence, dishonesty, persistent failure to comply with reasonable requests of management, bringing organisation into disrepute). Any illegal activity is to be immediately referred to the police. Any alleged behaviour or incident that is considered to be a risk to the volunteering activity will result in immediate suspension of the volunteer involved and referral to a disciplinary panel (see d).

1. Coordinator meets with volunteer to discuss the complaint. Leads to:
 - a) No further action, if matter is satisfactorily resolved
 - b) Written warning issued and placed on the volunteer's records → a review will be carried out shortly after the issue of a written warning to assess compliance with the warning.
 - c) a second written warning with an explanation of what will happen if there are any future problems

In some cases, (for example, if the matter has implications beyond the volunteering activity) the complaint may be referred to the University.

A record of the disciplinary procedure, the allegation, members of the panel and the outcome will remain on record. The volunteer's name will be struck from the record once they have left the University of Durham.