



## liV Complaints Procedure

Investing in Volunteers (liV) aims to work co-operatively with organisations, being open to feedback and seeking to resolve any difficulties informally.

This policy is intended for use in situations where an informal process hasn't resolved the issue to the organisation's satisfaction.

### Organisation's informal process for making a complaint

Should an organisation have any concerns regarding the service offered by the assigned Advisor or Assessor these should initially be raised directly with the [country manager](#).

Where an organisation is unhappy with this or any aspect of the service relating to the liV Standard and this has not been satisfactorily resolved informally, the following process will apply.

### Organisation's process for making a formal complaint

- A complaint must be made in writing to the appropriate [country's liV Manager](#), including full details of the complaint, complainant's full postal and email contact details.
- Written notification of the complaint must be received not later than one month after the occurrence.
- The organisation must provide any further requested information, within 15 working days of request to do so.
- The organisation must confirm satisfaction, or explain dissatisfaction, with the outcome of the complaint within 15 working days of request to do so.

### liV Manager's process for dealing with complaint

- The liV Manager will respond to complaint by email or post, within 10 working days.
- The liV Manager will request any further relevant information from all relevant parties.
- The liV Manager will make a decision, and give a full and transparent explanation of it, to the organisation within 25 working days of receiving all requested information.
- The liV Manager will request the organisation to either confirm they are satisfied with the decision and any actions arising, or explain their dissatisfaction.
- If complainant is not satisfied, the matter will be referred to the UK liV Quality Assurance Panel. The Panel's decision is final.

### If you have a complaint about an organisation holding liV

Volunteer Scotland, Volunteer Now and WCVA are proud to enable organisations to achieve a high level of good practice in volunteer management through the Investing in Volunteers award. Achievement of liV demonstrates an organisation's commitment to good practice at the time of assessment and achievement, holding the award for three years.



Should an organisation's practice dip below this standard, this may impact them in re-applying and reaccreditation. While Volunteer Scotland, Volunteer Now and WCVA continues to support organisations with their practice between iV awards, we are unable to investigate individual complaints about organisations. We will, however, note information provided to us and with the complainant's consent, discuss this with the organisation as part of any future application process.

We hope volunteers' experiences are positive experiences, however, if things do go wrong, it's important to work out a course of action, starting with following the organisations policies and procedures for making internal complaints and problem solving.

If you wish to speak to someone regarding a complaint you can contact your [country manager](#) for more guidance.