



CLCGB

130 years of Fun, Faith & Friendship ...

The Church Lads' and Church Girls' Brigade Complaints & Grievance

December 2020



1. Introduction

- 1.1. The CLCGB recognises that volunteers have the right to raise grievances about any matter related to their volunteering (this could be in relation to another volunteer, a member of the paid staff, or the manner in which they are being treated by the CLCGB).
- 1.2. Any external person to the CLCGB, be they family, friend, supporter or participant is entitled to make a complaint about the organisation, its paid staff, volunteers or any of its events.
- 1.3. It is hoped that the majority of issues can be resolved through regular communications, such as support and supervision sessions for volunteers and CLCGB open evenings. However, where this is not possible, this complaints and grievance policy is in place to ensure that all difficulties, issues or problems are dealt with in a prompt and fair manner, recognising all aspect of the General Data Protection Regulations.

2. The Process

- 2.1. If a volunteer, young person, parent or member of the public has a complaint against a member of staff, a volunteer, an event or the organisation in general they should first discuss this with the CLCGB local Commanding Officer (CO). A note of the meeting and any actions agreed should be written, signed by all parties and kept in a secure place and a copy given to the complainant, in line with General Data Protection Regulations.
- 2.2. If the CO is the person whom the complaint is against then the matter should be referred to another senior person from the Company or National Head Quarters (NHQ).
- 2.3. If the matter is not resolved at this initial meeting the complaint should be made in writing to NHQ. This will require a special meeting of the Staff and Finance Committee of the Brigade Council. It will be dealt with within twenty-eight calendar days and treated in a confidential manner.
- 2.4. If the grievance or complaint remains unresolved the complainant has the right to request that the issue is referred to a mutually agreed Third Party (e.g. local Council for Voluntary Services).

3. The Timeline

- 3.1. An acknowledgement of receipt of the complaint will be issued within 48-hours (excluding weekends and bank holidays).
- 3.2. A resolution will be reached within 28 calendar days, and a written explanation of this resolution will be sent to the complainant.
- 3.3. If the 28-day deadline cannot be met an extension will be advised in writing to the complainant, giving the reason for the extension and a revised resolution date.

