



Volunteer Complaints, Conflicts and Resolution Policy

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Approved by:	Senior Leadership Team
Date of next review	Biennially (every two years)
Related policies/documents	Values, Behaviours and Expectations Policy Volunteer VBE Management Policy Member and Volunteer Complaint Assessment and Decision Threshold Framework

Contents:

1. [Introduction](#)
2. [Scope](#)
3. [Our guiding principles](#)
4. [Complaints raised by volunteers](#)
5. [Problems involving a volunteer](#)
 - 5.1 [Informal approach](#)
 - 5.2 [Formal problem-solving process](#)
 - 5.3 [Possible outcomes](#)
6. [Safeguarding, criminal concerns or serious risk](#)
7. [Confidentiality and record-keeping](#)
8. [Support for volunteers](#)
9. [Review of this policy](#)

1. Introduction

While the involvement of volunteers is by and large a positive experience for everyone involved, it is important to bear in mind that sometimes things can go wrong. From time to time there may be instances where a volunteer has a complaint about another volunteer, an employee or the organisation itself. Similarly, an employee, another volunteer or a member of the public may have a complaint about a volunteer's contribution, attitude or conduct.

Complaints should be received formally through the organisation's complaints procedure [LT Identifying Behaviours](#) or by emailing values@lordstaverners.org

Lord's Taverners uses the Member and Volunteer Complaint Assessment and Decision Threshold Framework to support the management of all complaints made against volunteers.

If a complaint is made against an employee, internal HR procedures and where required, the Lord's Taverners disciplinary policy will be used.

Lord's Taverners aims to ensure that every volunteer with Lord's Taverners has a positive, safe and supported experience. This policy explains how volunteers can raise concerns, and how the organisation will approach any problems that may arise involving conduct, behaviour or capability.

The Complaint, Conflicts and Resolution Policy will ensure that volunteers know how to deal with problems in a consistent manner should they arise.

The intention is always to resolve issues fairly, transparently and as informally as possible in the first instance.

2. Scope

This policy applies to all volunteers engaged in any activity on behalf of Lord's Taverners, whether in-person or remote, and to Lord's Taverners employees and stakeholders working with volunteers. It covers:

- **complaints raised by volunteers**, about the organisation, employees, other volunteers, or the volunteer experience; and
- **problems involving a volunteer**, including concerns about conduct, behaviour, reliability, or capability.

This policy is separate from our **Safeguarding Policy**. Where safeguarding concerns are raised, these procedures will be paused while safeguarding processes take priority.

3. Our guiding principles

We handle all issues in a way that is:

- fair and consistent
- supportive and non-judgemental
- proportionate, with informal resolution encouraged wherever appropriate
- timely and transparent, keeping everyone informed
- confidential, with information shared only on a need-to-know basis
- aligned with our values, ensuring everyone is treated with dignity and respect

4. Complaints raised by volunteers

All complaints are raised by two means, either through our formal public channels as detailed on our website, or via direct contact with their main employee contact or the Volunteer Manager (volunteering@lordstaverners.org) or by calling 020 7025 0000.

Informal resolution will follow steps 1-6 as detailed in the following diagram and will work alongside the Member and Volunteer Complaint Assessment and Decision Threshold Framework.



Should an informal approach fail to meet a satisfactory conclusion in step 6, or if the complaint is more serious and the volunteer feels the issue cannot be resolved informally, the formal complaints procedure will be triggered as below.



Problems involving a volunteer

Concerns about a volunteer may relate to behaviour, conduct, capability, commitment, or something affecting the safe running of activities. The aim is always to support the volunteer in the management of conflict or complaint resolution.

5.1 Informal approach

Most issues can be resolved informally. This might involve:

- a supportive conversation
- clarifying expectations or boundaries
- offering additional training or supervision
- temporarily adjusting tasks

A brief note of the discussion may be kept for reference.

5.2 Formal problem-solving process

Where an issue is more serious, persistent, or cannot be resolved informally, a formal approach may be taken. The Volunteer Manager will coordinate this process using the Member and Volunteer Complaint Assessment and Decision Threshold Framework.

5.3 Possible outcomes

Outcomes will always be proportionate and may include:

- Re-training: further training or coaching
- Re-supervising: an agreed improvement or support plan
- Re-assigning: change of volunteering tasks or placement
- Re-vitalising: a pause in volunteering
- Re-tiring: ending the volunteering arrangement where it is not possible to continue safely or appropriately

Ending a volunteering arrangement is always a last resort.

6. Safeguarding, criminal concerns or serious risk

If an issue suggests a safeguarding concern, potential criminal activity, or serious risk to others, the matter will be referred immediately to the Designated Safeguarding Lead. In these cases, external statutory processes take precedence, and volunteer activity may be paused while concerns are investigated.

7. Confidentiality and record-keeping

Information will be handled in line with data protection requirements. Only those who need to be involved will have access to details. Records will be kept securely and retained only for as long as necessary.

8. Support for volunteers

We recognise that raising or experiencing a concern can be difficult. Volunteers will be supported throughout the process, kept informed, and treated with courtesy and respect at every stage.

9. Review of this policy

This policy will be reviewed every two years, or sooner if legislation or best practice requires updates.