



# **St John** **Scotland**

## **Volunteer Complaints Policy**

We are committed to provide a safe and supportive environment for our volunteers

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# Complaints Policy

This policy outlines how a volunteer can make a complaint or provide feedback to St John Scotland (SJS) explains the process involved and describes how we will respond.

We welcome your feedback and will use it to continually improve our work, our policies and procedures.

## Feedback

If you wish to provide general or informal feedback about SJS, our work, our volunteers, or our staff, please contact us at:

**[info@stjohnscotland.org.uk](mailto:info@stjohnscotland.org.uk)**

or by post to:

St John Scotland

St John's House

21 St John Street

Edinburgh

EH8 8DG

# Complaints Policy

## Complaints

It is always best to try to resolve any issues promptly and informally by speaking to the individual concerned. However, if you wish to raise a concern or make a complaint about SJS, our work, volunteers, or staff, please follow the steps outlined below.

This policy outlines how complaints will be handled to ensure they are addressed in a fair and consistent manner.

We want to resolve complaints fairly and promptly and learn from them to continually improve our services and how we operate.

### Types of complaint covered

This policy covers complaints raised at any, and at all levels within the organisation, however it only applies to certain types of complaint.

These are complaints about:

- The quality of service provided by SJS.
- The conduct of our people delivering our services (whether staff or volunteers).
- Policies, Procedures, Communications, Resources, or decisions about our services.

### Types of complaint not covered

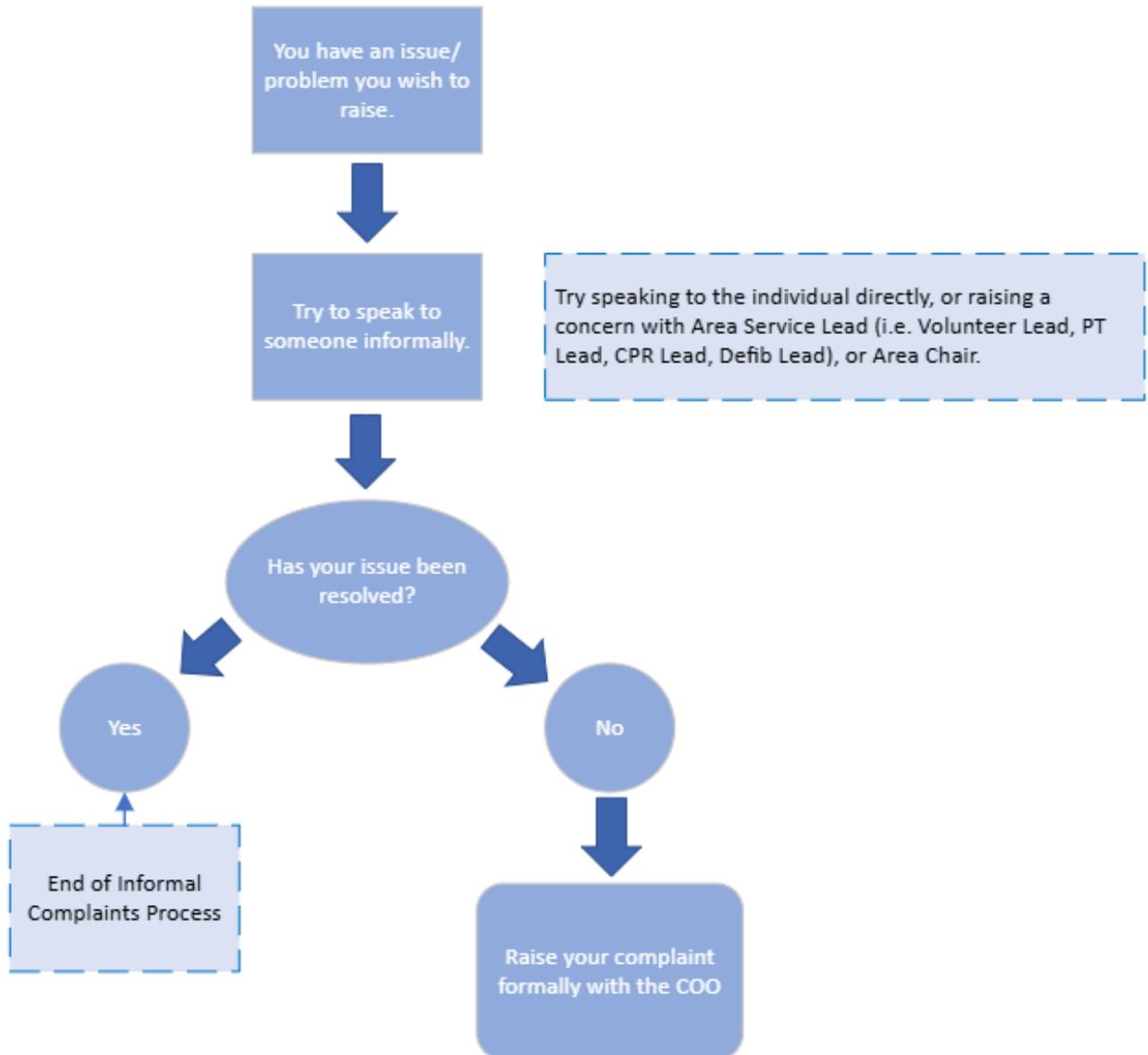
- Criminal matters, which should be reported to the Police.
- Regulatory breaches, which should be referred to the relevant regulator, e.g. OSCR.
- Disputes between the charity, its volunteers, its staff (which must follow our internal procedures).
- Complaints which we have already dealt with via this policy.
- Anonymous complaints – we cannot reply to such complaints but will consider if action is needed.
- Complaints by third parties – unless they are acting as an advocate for you and with your consent.
- Complaints which are deemed vexatious, malicious, abusive, or frivolous.

# Complaints Policy

## Process of making a complaint

### Informal complaints process

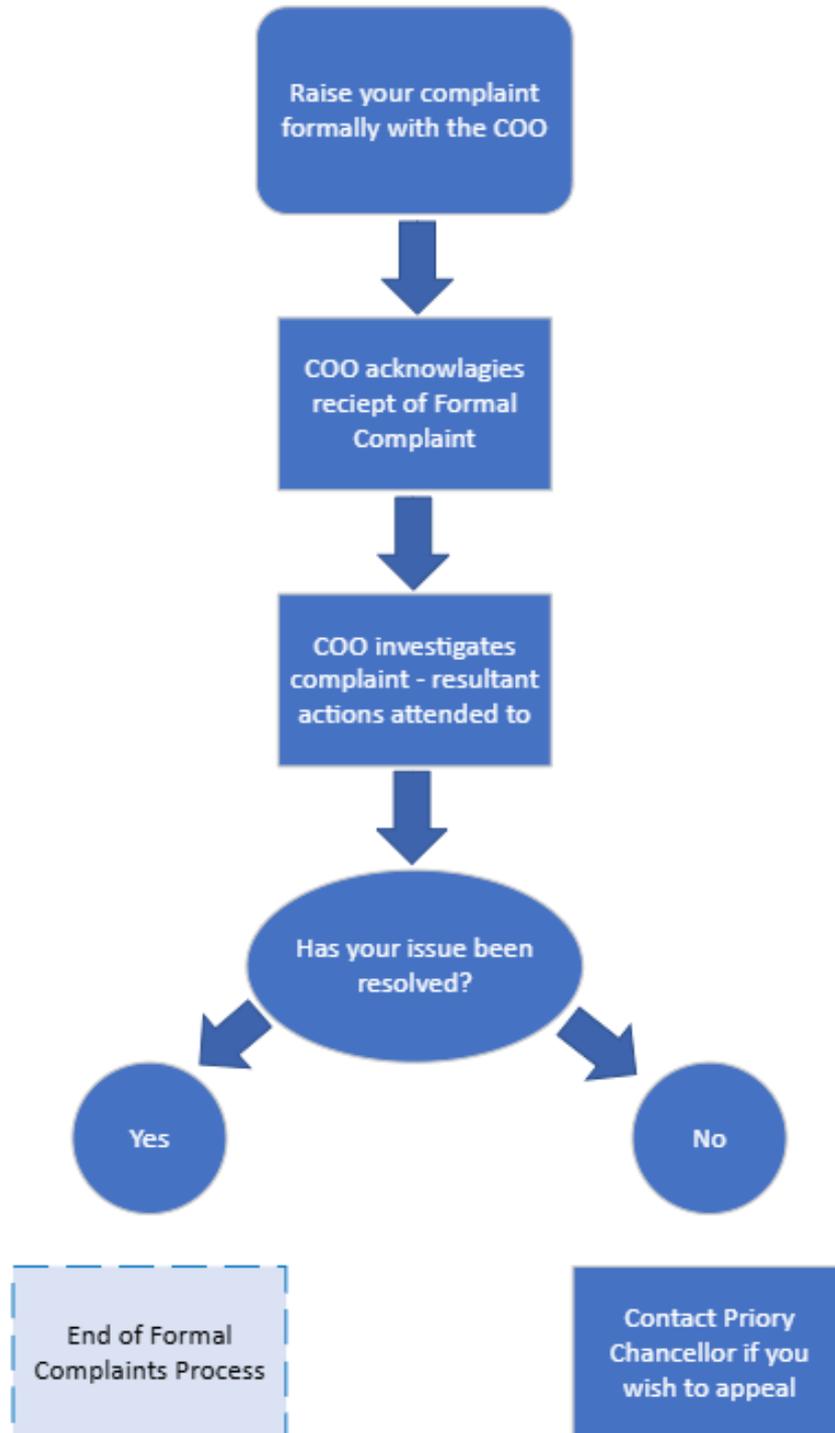
Where at all possible, SJS will try to deal with complaints informally, and at the lowest possible level, as this is often the quickest and easiest route to resolution.



# Complaints Policy

## Formal complaints process

If you have been unable to resolve a complaint informally, please contact us in writing to make a formal complaint.



# Complaints Policy

Any formal complaint can be submitted in writing, either by post, or by email (if you are unable to do this yourself, you can get help from someone who can do this for you, but you should make sure that they explain how they have obtained your consent).

Written complaints should be sent to:

**Chief Operating Officer  
St John Scotland  
St John's House  
21 St John Street  
Edinburgh,  
EH8 8DG**

We will acknowledge your complaint within five working days. You will be given details on how the complaint will be dealt with, and you will be notified of expected timescales and when you should expect a response.

# Complaints Policy

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**St John**  
Scotland

St John Scotland Registered Office: 21 St John Street, Edinburgh EH8 8DG  
**T:** 0131 556 8711 **E:** [info@stjohnscotland.org.uk](mailto:info@stjohnscotland.org.uk) **W:** [stjohnscotland.org.uk](http://stjohnscotland.org.uk)

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