

Complaints procedure

Volunteer Complaints procedure

We hope your volunteering time with Care Now will always be a positive experience, however we understand that sometimes not everything goes right, therefore the following document outlines what you should do if you have a complaint or concern.

If you have a concern or complaint about your volunteer role or the provider you are working for:

- In the first instance if you feel able to you should raise it with your supervisor or manager at your volunteer placement. This will then be dealt with via your provider's complaints procedure.
- If you do not feel able to raise your concern or complaint with your supervisor or you feel like it has not been dealt with correctly then you can raise it with one of the Care Now team by emailing enquiries@carenowvolunteers.org or if it is urgent by ringing **01872597778** (please note this is not a 24 hour number and calls will be returned at the soonest opportunity)

If you raise your complaint or concern with Care Now we will then follow the Cornwall Care complaints procedure to deal with the complaint. This may be in an informal or formal manner. This policy can be made available to you should you require it.

Provider Complaints procedure

We hope that your experience with our volunteers is positive, however we understand that sometimes things may go wrong.

When taking on volunteers to offer support in your care home, the volunteers should receive an induction when starting. This should include all policies and procedures including any disciplinary, complaints and behaviour policies. Therefore if you have any complaints relating to a volunteer they should be dealt with according to your policies and procedures.

However if this occurs we would like to be kept up to date, therefore if any complaints or disciplinary procedures are raised against any Care Now volunteers please email enquiries@carenowvolunteers.org.

We will always endeavour to work with you to resolve any issues that arise with care now volunteers.