



## COMPLAINTS POLICY

### 1 SCOPE

This policy applies to all volunteers and employees of Living Stones Educational Trust (LSET).

### 2 CONTEXT

From time to time a complaint may be received against a volunteer or employee and this policy provides the means of handling the complaint.

### 3 PURPOSE

To ensure that all complaints are handled in an effective way and in a manner which is seen to be open, caring and appropriate to all parties involved.

### 4 DEFINITIONS

4.1 **Complaint** - a grievance against or dissatisfaction with a volunteer or employee.

4.2 **Theological content complaint** - a grievance against or dissatisfaction with the theological content of an LSET publication or event.

4.3 **Complainant** - a person(s) who has a complaint about a volunteer or employee.

4.4 **Volunteer** - a person who has completed the required documentation and has been approved as an LSET volunteer in the appropriate way.

4.5 **Employee** - a person who receives a salary from LSET and for whom LSET is accountable for payment of PAYE and National Insurance contributions.

### 5 REQUIREMENTS

#### Volunteers

5.1 Any complaint against a volunteer working in any capacity will be handled by the member of staff who has organised the activity or event. Where the volunteer has organised the activity/event, then the appropriate staff member or trustee will be notified and procedure will be followed according to this policy.

5.2 In every situation where the complaint is against an employee who is acting in a volunteer capacity a report will be sent to the LSET Chair of Trustees who will take appropriate action.

5.3 Complaints as a result of an accident or injury will be dealt with by existing procedures.

#### Employees

5.4 An employee who receives a complaint about her/his work, whether orally or in writing will pass the complaint immediately to her/his line manager for action.

5.5 No employee will handle directly any complaint received about her/his work.

5.6 The line manager will follow LSET policy on discipline and will make necessary contact with the complainant.

### 6 MATTERS OF THEOLOGY

6.1 All complaints received on matters of theology in LSET publications or events will be passed directly to LSET Chair of Trustees.

6.2 All replies to complaints on matters of theology in LSET publications or events will be answered by the LSET Chair of Trustees.

## **7 COMPLAINTS FILE**

7.1 A complete record of all complaints will be retained on file by the LSET Chair of Trustees.

7.2 Where action is taken against an employee in accordance with LSET's disciplinary policy, appropriate documentation will be retained on the employee's personal file in accordance with the requirements of current employment legislation.

**September, 2018**

**Scripture Union/Associate Bodies**

**Living Stones Educational Trust**