



# Complaint Form and Instructions: Complaint by a Volunteer

## Guiding principles

- Volunteers have the right to be accompanied to meetings or to be represented by their nominee at all meetings during this resolution process.
- Complaints by volunteers shall be kept confidential other than to those directly involved in the complaint resolution procedure.
- If at any time during the process or investigation, the SHICK program concludes that a volunteer has filed a claim in bad faith, has refused to cooperate in an investigation of the complaint, or has provided false information regarding the complaint, disciplinary action up to and including termination of the volunteer may be taken.

## Steps to take if you wish to file a complaint or grievance

### Stage One

1. If you, as a SHICK volunteer, have a complaint or grievance, we wish to respond promptly and thoroughly. Please start by discussing your complaint or grievance with your immediate supervisor, explaining your view of what has happened and what you feel needs to be done to resolve the situation.
  - If your complaint is against your immediate supervisor, you can instead start by discussing the issue with the SHICK Coordinator, or if they are your supervisor, then the KDADS Medicare Grants staff.
2. Fill out the Complaint Form at the end of this document, which includes the following information:
  - Your name and person against whom the complaint is filed;
  - The date of the incident precipitating the complaint;
  - A concise description of the complaint and any precipitating incidences;
  - The identity of anyone with relevant information or an explanation of where additional information can be found;
  - Any documentation relevant to the complaint and where it can be found;
  - Other information that supports the complaint;
  - A description of any previous action taken to resolve the complaint, and
  - A listing of all desired outcomes and reasons why such outcomes are appropriate.
3. The supervisor will, if necessary, gather more information, determine if the complaint warrants further action and, as appropriate, act to resolve the complaint. This determination will be made within 7 days, and then will be provided to you with an explanation and notification.

## Stage Two

1. If you feel that the issue has not been resolved satisfactorily, notify the supervisor that you are not accepting the informal judgment.
2. The matter will then be referred to an individual designated by the SHICK program to deal with resolution of complaints.
3. The individual designated to review complaints and grievances will then make a determination within 14 working days of the receipt of your decision to not accept the informal judgment.
4. Notice of the formal decision will be sent to all affected parties, along with a description of what next steps might occur based on the decision. Possible next steps might include, depending upon the nature of the complaint:
  - Re-assignment to another supervisor or role
  - Disciplinary action against a volunteer or staff member
  - Changes in the support provided the volunteer
  - Additional training for a volunteer or staff member
  - Adjustment in program procedures

## Stage Three

1. If you wish to appeal the formal decision, then an appeal in writing can be submitted within 5 days to the director of the program, who will review the appeal and issue a determination within 14 days. An appeal may also be submitted by any other affected party.

**[Submit written appeals to:**

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ ]

2. This determination by the director will constitute final disposition of the complaint or grievance.

## Complaint Form: Complaint by a Volunteer

Date: \_\_\_\_\_

Volunteer Name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Complaint is against (name and relationship – e.g. client, staff person, another volunteer, etc.):

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Date(s) of incident: \_\_\_\_\_

What is the nature of your complaint? Please describe the incident/s that occurred that led up to your complaint or grievance:

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Is anyone else involved in your complaint or grievance, such as witnesses, and if so, who are they?

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Is there any documentation relevant to your complaint? \_\_\_\_\_

If yes, where can it be found?

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Please add any other information that supports your complaint, if any:

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What action (if any) have you taken already to resolve your complaint?

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What would you like the outcomes of your complaint to be, and why do you see those outcomes as appropriate?

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