

COMPLAINTS AND GRIEVANCES PROCEDURE

Step 1: You should first of all raise the matter informally with a Session Leader. We can talk privately in a space that feels comfortable for you in the garden but be aware there is only limited time on volunteer days.

Step 2: If matters do not improve please request a meeting with either a Session Leader or Volunteer Coordinator. Please feel free to bring a friend or support worker. If you are complaining about a fellow volunteer they will have the opportunity to respond and/or the chance to take steps to improve the situation where appropriate.

Step 3: If you feel there is still reason to complain then you should put the complaint in writing - we can arrange help if necessary - to the project coordinator via email at soilandclay@gmail.com. The Steering Group will assess the complaint and investigate where appropriate and let you know the outcome as soon as reasonably possible.

If you are complaining about a Session Leader or the Project Coordinator and would rather someone else dealt with your complaint please direct your response to Heather Cox who is on the Trinity Project management committee via email at heathercox@live.co.uk.

We have other [policies](#) (equal opportunities, safeguarding etc) that are available online and in paper form on request.