

Friends of the Porter Valley Complaints Policy

Purpose

The Friends of the Porter Valley (FoPV) is charity led and run entirely by unpaid volunteers. It was set up in July 1994 and became a registered charity in 1995. Its purpose is to preserve and enhance the natural and historic characteristics of the Porter Valley from Hunters Bar to Porter Clough for the enjoyment of present and future generations of visitors. It is a membership organisation and members pay fees to belong.

Style and Standards of Operation

FoPV provides very visible support to the parklands of the Porter Valley and its activities attract wide interest both on the ground, and in the media. Comments and complaints may be received face to face, in writing by post or through the website and its associated social media. The organisation adheres to all national legislation, and pays particular attention to Safeguarding, Data Privacy and Equality and Diversity. Members are expected to treat everyone with whom they come into contact with respect and no form of harassment, bullying or discrimination is tolerated. A clear and open procedure for dealing with complaints and concerns is necessary. It is also necessary to protect volunteers from false or unfounded accusations and to balance their needs with those of the person raising concerns.

The Procedure

Any complaint, accusation or concern should be referred by whoever receives the approach to the designated Management Committee Member immediately, whether the matter seems trivial or not. Failure to deal with or act promptly may result in reputational damage to the organisation or others. The facts will be considered and an appropriate response decided. This may involve other Committee members and outside organisations, depending on the circumstances.

The Committee member responsible

The Secretary

Role of the FoPV Management Committee

The Secretary will take complaints to the Management Committee so that the issue may be reviewed and lessons learned.

Application of this procedure

All members must apply these steps. If a non member volunteer is implicated, the team leader for the activity concerned must take responsibility.