

Problem Solving Policy



Contents

1. Purpose
2. Feedback
3. Complaints
3. Complaints and Challenges on Social Media
4. Problem Solving When Volunteering
 - a) Informal Process
 - b) Formal Process

1. Purpose

This policy sets out guidelines on how problems or complaints will be resolved

2. Feedback

We welcome the input from our volunteers, staff and community members in making our services the best they can be. Feedback is a very useful tool and we value it highly. Comments and suggestions are used in our project plans, funding applications, evaluations and reviews.

All of our sessions have an accompanying feedback form, which can be completed anonymously. Letting individual volunteers know how they have made a difference to you can be a wonderful confidence boost and is a great motivator.

You can contact infantfeeding@newbabynetwork.co.uk for feeding related feedback, or newbabynetwork@gmail.com for general feedback.

3. Complaints

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with us.

a) Stage 1

If you are unhappy about a particular experience or service, please try to make a volunteer or director aware at the time, or as soon as possible. If you are not able to do this, please let the directors know by contacting newbabynetwork@gmail.com.

Often we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

b) Stage 2

If you are still not satisfied with our response, please let us know by writing to the directors outlining your reason/s.. All written complaints will be logged. You will receive a written

acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

3. Complaints and Challenges on Social Media

If a complaint is made on New Baby Network CIC's social media channels, volunteers/staff should seek advice from the directors before responding.

Sometimes issues can arise on social media which can escalate into a crisis situation because they are sensitive or risk serious damage to New Baby Network's reputation. The nature of social media means that complaints are visible and can escalate quickly. Not acting can be detrimental to the charity.

The directors regularly monitor our social media spaces for mentions of New Baby Network CIC so we can catch any issues or problems early. If there is an issue that could develop or has already developed into a crisis situation, the directors will take necessary action.

If any staff/volunteers become aware of any comments online that they think have the potential to escalate into a crisis, whether on New Baby Network CIC's social media channels or elsewhere, they should speak to the directors immediately.

4. Problem Solving When Volunteering

While we hope that volunteering with us will be a positive experience for everyone involved, sometimes things can go wrong and we aim to ensure that any problems or complaints are dealt with constructively, in an open and fair manner, as quickly as possible. All complaints will be treated confidentially and only discussed with those who are directly involved in resolving them. Everyone will be given the opportunity to put forward their point of view and be kept informed about the problem solving process and when to expect a response.

a) Informal Process

Any concerns should be discussed as soon as possible, during regular feedback and supervision meetings or ad hoc discussions between the volunteer and their supervisor, volunteer lead or the volunteer coordinator. In many cases this may prevent any need for formal problem -solving processes. Wherever possible, issues will be resolved through informal face to face discussions and providing additional training, support and supervision or a change of role or activity if appropriate. All volunteers should be willing to engage in face to face discussions with staff to resolve any issues. Volunteers will be able to bring a friend of their choice to any meetings if they wish for support but this person cannot act in a legal capacity.

b) Formal Process

Where an issue has not been resolved through informal discussions a formal complaint should be made by the volunteer in writing to the volunteer co-ordinator or the community health

improvement programme manager. If the complaint is about a volunteer and this has not been resolved through the informal process, a written warning will be sent to the volunteer and the volunteer will be given the opportunity to respond and state their case and discuss a way forward. Asking a volunteer to leave will be the last resort. Formal written complaints should be received within 14 days of the informal meeting date. New Baby Network CIC directors will acknowledge or respond to this complaint within 7 days and will at all times communicate clearly, both verbally and in writing the steps being taken to resolve the matter, any actions required, timescales and any decisions made.

This policy will be reviewed on an ongoing basis, at least once every 3 years. New Baby Network CIC will amend this policy, following consultation, where appropriate.

DATE OF LAST REVIEW: November 2023