



# **BDMLR Complaints Pro-forma**

**CONFIDENTIAL**



*Please fill in this pro-forma, answering all the questions below.*

*This case will be dealt with confidentially but details may be shared with relevant employees/trustees of BDMLR.*

Personal Details	
Name:	
Membership Number:	
Approximately, how long have you been a volunteer with BDMLR:	
Preferred contact details (email and tel):	
Area coordinator details	
Name of area coordinator:	
Contact details (email and tel):	
Case Details	
When did the problem begin?	



**Type of Problem (Please tick all that you think apply)**

Bullying / harassment ☐

Grievance ☐

Health and Safety ☐

Discrimination (if so on what basis) ☐

Other (please explain) ☐

**Please *briefly* outline the problem (max length 1000 characters)**

**Please list and attach copies of any relevant documents such as letters / emails**

**Has any previous action been taken?**

☐ No ☐ Yes (if yes, please state when)



**As per stage 1 of the complaints procedure** "Informal resolution - In the first instance, wherever possible, the volunteer should try to talk with the individual(s) involved as miscommunication or misunderstandings impact people in different ways and a quick resolution to a minor issue could prevent things escalating. If the volunteer is not comfortable talking with the person(s) directly, they should contact the area coordinator/assistant area coordinator or member of staff to try to resolve the situation."

**Have you raised the issue with your area coordinator / head office / anyone else and what, if any, advice was given or action taken?**

**What outcome are you hoping for?**

**Any other details we should be aware of?**

**Please return this form to [complaints@bdmlr.org.uk](mailto:complaints@bdmlr.org.uk)**