

Resolving Problems – Volunteers Policy

Action 21 appreciates the time and skills provided by our volunteers and is keen to ensure that those volunteering for Action 21 have a rewarding experience.

We believe that by having clear, open and fair procedures for the resolution of problems, Action 21 creates a basis for the fair treatment of all our volunteers and this policy details the process if volunteers experience problems in their role.

If volunteers have concerns or complaints

If a volunteer has any concerns or complaints about their role with Action 21, they should raise the concern in the first instance with their manager. The manager will arrange a time to either meet with or call the volunteer to discuss their concerns.

If the volunteer does not feel able to raise the issue with their manager or they do not feel their concern has been resolved, then they should contact the General Manager to discuss their concern with them.

If the volunteer is still not satisfied with the outcome, having raised the issue with the General Manager, then they should put their concerns in writing to the Chair of Trustees. The volunteer's concerns will then be considered by the Chair of Trustees and any decision taken will be final.

If Action 21 has concerns or complaints regarding volunteers

Informal Stage

In most instances, minor issues of misconduct will be identified by a manager and be dealt with informally without the need for any formal process. In this case, the manager will discuss the concerns with the volunteer and support them to address the issues.

Formal Stages

Stage 1

In the first instance, the volunteer's manager will inform the volunteer of the concern and discuss the concern with the volunteer. The volunteer may be permitted to have another volunteer or employee of Action 21 attend any meeting with them. The purpose of the meeting is to discuss the concern and agree how it can be resolved.

Stage 2

If the concern has not been resolved following stage 1, the volunteer will be invited to a meeting with the General Manager to discuss the concerns. The volunteer may be accompanied by another volunteer or employee of Action 21. During the meeting the concerns will be discussed and further guidance or help and support will be agreed. If a suitable solution or outcome cannot be reached, Action 21 may end the volunteer's role.

Serious Concerns

In some cases, concerns raised may be serious enough for Action 21 to ask the volunteer to cease volunteering for the Charity with immediate effect. In these cases, an investigation will then take place and the volunteer will be invited to a meeting with the General Manager. During this meeting the concerns will be discussed, and a decision will be taken as to whether or not the volunteer should be reinstated. Volunteers may be accompanied to this meeting by another volunteer or employee of Action 21.

Appeals

If a decision is taken to end a volunteer's role, they will have the right to appeal the decision. If the volunteer wishes to appeal, they should write to the Chair of Trustees setting out the reasons for the appeal. The volunteer may be invited to a meeting to discuss their appeal and may be accompanied by another volunteer or employee of Action 21.

The appeal will be investigated and considered by the Chair of Trustee and the decision taken will be final.