[INSERT LOGO]

**VOLUNTEER FAIR TREATMENT POLICY & COMPLAINTS PROCEDURE**

#### Policy Statement

Volunteers represent [insert organisation] and are expected to uphold the standards and policies of the charity.

[insert organisation] will seek to ensure that our policies are applied consistently to volunteers, regardless of status, age, sex, race, ethnic origin, etc. Our “Dignity at Work” (Equality Policy) provides full information on this subject.

#### Purpose

The purpose of this policy is to ensure that volunteers whose conduct does not meet the required standards are supported, treated fairly, and given the opportunity to improve.

Wherever possible, [insert organisation] will approach problems concerning poor conduct firstly by seeking to provide support to volunteers to help them improve in those areas where they are not meeting the desired standard, and by considering any adjustments to roles / tasks that may be appropriate. Every reasonable effort should be made to resolve problems amicably and informally before resorting to any formal procedure.

#### Informal Procedure

It is always preferable for any issues to be dealt with informally by the volunteer’s role manager firstly by discussing any concerns, indicating to the volunteer what the expected standard is, and together exploring any reasons why their conduct may not be meeting this standard. As a result of these conversations the role manager should consider any additional training or support needs, and whether any reasonable adjustments can be made to support the volunteer. Even in an informal meeting, the role manager should inform the volunteer that their cooperation is expected and that the situation may be reviewed if no improvements are made.

#### Formal Procedure

All matters of conduct will be dealt with in an equitable manner, with fair and reasonable investigation of the circumstances.

Where a role manager believes that a volunteer has failed to maintain standards relating to conduct, and informal means have either been attempted or deemed to be inappropriate due to the nature of the problem, then a meeting should take place between the volunteer and an appropriate staff member.

The member of staff should outline the problem (or problems) that have occurred and give the volunteer the opportunity to explain their actions. Wherever possible a suitable course of action should be agreed. If the volunteer is unhappy with the outcome of the meeting, they may request an opportunity to discuss the situation with the line manager of the member of staff they have been dealing with. This should be arranged as promptly as possible and the line manager should familiarise themselves with the circumstances and then discuss the problem openly with the volunteer.

In most situations, following an investigation where a volunteer is found to be at fault, [insert organisation] would treat this as a learning opportunity for the volunteer and seek assurance that they fully understand the causes for concern and that any inappropriate activities would cease and that they will comply fully with the policies of the charity going forward.

However, there are circumstances when the volunteering relationship between the volunteer and the charity would unfortunately have to cease. These circumstances would include:

* Where previous cautions have been given
* Where a volunteer takes an action that brings the charity into disrepute
* Where the matter applies to any financial or material irregularity
* Where there is any violent or abusive conduct towards staff, volunteers, or members of the public

**VOLUNTEER COMPLAINT PROCEDURE**

The objective of this procedure is to establish a fair and efficient means by which a volunteer can raise a complaint about their treatment or interaction with [insert organisation]. The procedure also provides guidelines for dealing with the matter appropriately and at the earliest opportunity.

**Complaint Procedure**

In the first instance the volunteer should raise concerns with their role manager who should look to deal with these promptly and appropriately through informal discussions.

If the volunteer feels that their concerns not been resolved through informal discussions, or they don’t feel able to raise concerns directly with their role manager the volunteer should put the complaint in writing to the person that line manages their role manager. If the complaint involves the staff member's line manager then the complaint should be put in writing to another manager in the organisation. The person who receives this complaint should hold an informal meeting with the volunteer to provide opportunity for them to discuss their concerns, and then make every reasonable attempt to find a satisfactory solution to the volunteer’s complaint.

If the volunteer is not satisfied with the outcome of this meeting or any decisions made, they may contact the [insert designated person] to ask for the situation to be reviewed. This person should consider the views of the people involved and any evidence there may be (possibly facilitating meetings with the volunteers and staff involved). After assessing the views of all relevant parties and any evidence there may be, the [insert designated person], will make a decision that will be considered final.