



Dealing with Problems Volunteer Policy



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1. Statement of Policy

Occasionally, there may be a problem or complaint made about a volunteer's behaviour. Although this is very rare, Belfast Hill's Partnership (BHP) believes it is important that problems or complaints are dealt with fairly, openly and consistently. The procedure below will be followed in the event of an issue arising.

2. Implementation

If a complaint has been made about a volunteer representing the BHP or a BHP member of staff has a complaint about a volunteer:

Informal Complaints

We hope that most problems or complaints can be solved informally:

- The Volunteer Officer will privately and informally discuss the matter with the volunteer
- If it is felt necessary, an informal warning may be issued with steps agreed, between the Volunteer Officer and volunteer, to amend conduct.

Formal Complaints

Formal procedures will be followed where it is believed that a volunteer's behaviour has not been in keeping with BHP's aims, policies, procedures or Volunteer Health & Safety Policy:

- The Volunteer Officer will raise the issue in a formal meeting with the volunteer, and if it is felt necessary, a formal written warning may be issued with steps agreed to amend conduct within an agreed timeframe.
- If the issue is not resolved after the agreed timeframe, a review meeting involving the volunteer and Volunteer Officer will be called. There will be further discussion of the issue and the steps previously agreed to amend conduct will be reviewed and a new timeframe for amended behaviour established.
- If the issue is still not resolved after the reviewed timeframe, a meeting involving the volunteer, Volunteer Officer and appropriate senior BHP member of staff will be called. This may result in the volunteer being asked to leave if the issue cannot be resolved.
- At any time where a volunteer is believed to have behaved in a manner that has, or could have, seriously affected: BHP; its reputation; its staff; volunteers; service users or members of the public using BHP services – for example, theft, bullying or

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violence – they will be asked to stop volunteering while the matter is investigated by the Volunteer Officer and BHP Manager.

- A decision will normally be made within 14 days.
- If the complaint is upheld against the volunteer, they will be excluded from volunteering.
- Volunteers can appeal decisions by writing to the BHP Manager. A final decision will normally be given within 14 days.
- All formal complaints will be responded to in writing, recorded and confidentially stored for a period of 2 years.

At all stages, volunteers have the right to put their case forward, and be accompanied at meetings on these issues by a fellow volunteer, member of staff or a friend

It is BHP's policy to report, to the PSNI and/or any other relevant authorities, a suspected criminal offence.

Reviewed by: __Lisa Critchley (Volunteer Officer)__ Date: __26/10/2015__

Approved by: __BHP Board__ Date: __26/11/2015__

Next review date: __Dec 2016__