

## **WORKING WITH VOLUNTEERS – RSCDS PROCEDURES**

This set of procedures should be read in conjunction with the RSCDS Volunteer Policy. It applies to RSCDS volunteers who are elected or appointed for a range of duties/tasks and undertake this voluntary work on our behalf. In relation to its Trustees, the RSCDS complies with the requirements of Scottish Charity law and the Scottish Charity Regulator, which are detailed in the RSCDS Constitution.

The RSCDS relationship with volunteers is one of mutual responsibility and commitment. Volunteers can expect to receive:

- clear information on the duty/task for which they have been selected;
- induction appropriate to the duty/task;
- regular support and supervision from their line manager (usually the relevant Committee Convenor) as required;
- a brief annual appraisal/review with their line manager;
- occasional meetings with other volunteers or RSCDS groups, as appropriate to the task.

### **Complaints and Grievance**

The following procedure outlines how issues of complaints against a volunteer, unsatisfactory performance on the duty/task, and volunteer grievance will be managed by the RSCDS, whose preference at all times will be to resolve issues informally, swiftly and in the best interests of the RSCDS and the volunteer.

#### *Complaints*

If a complaint is received against a volunteer, the line manager will discuss the matter with the volunteer and seek to resolve the issue with the complainant. The discussion with the volunteer will be non-judgemental, conducted with due regard for privacy and confidentiality and focussed on problem resolution. One outcome from the discussion may be that the volunteer is offered increased personal support, further guidelines and/or relevant training. Repeat complaints will be investigated similarly. Three successive complaints of a similar nature may lead to duties/task re-allocation, the offer of an alternative duty/task and, in exceptional circumstances, termination of the agreement between the RSCDS and the volunteer. If an agreement is to be terminated, the volunteer will have the right to appeal to the Chairman Elect within 10 days of this decision being communicated. The subsequent decision of the Chairman Elect is final.

#### *Unsatisfactory Performance*

Unsatisfactory performance will in part be determined by the nature of the duty/task being undertaken by the volunteer, but is likely to include:

- persistent failure to meet deadlines, respond promptly to communications, attend meetings; persistent poor time-keeping;
- failure to respect individual privacy and/or RSCDS confidentiality;

- behaviour which would bring the RSCDS name into disrepute, eg appearing under the influence of alcohol and/or drugs whilst engaged on RSCDS business.

In the event a line manager is concerned about unsatisfactory performance, the matter will be addressed in the first instance as for Complaints above. In addition, matters of privacy, confidentiality or disrepute are likely to result in the instant removal of the volunteer from the duty/task, with the opportunity of further discussion/review with the line manager within 10 days. Again, if an agreement is to be terminated, the volunteer can appeal to the Chairman Elect within 10 days of this decision being communicated. The subsequent decision of the Chairman Elect is final.

#### *Grievance*

The RSCDS strives to ensure that volunteers enjoy their involvement with the RSCDS and gain from the experience in terms of their own personal objectives. RSCDS recruitment and selection procedures aim to result in a good (mutually satisfactory) match of volunteer to duty/task. Support and supervision aims to continue that process. From time to time, however, issues may arise between a line manager and volunteer, resulting in feelings of unhappiness and/or stress in the volunteer. In these circumstances, in the first instance volunteers should seek a meeting with their line manager to resolve perceived difficulties. In the event of persistent concern, the volunteer may approach the Chairman Elect for advice and/or to request a meeting with both the line manager and the Chairman Elect present. If no resolution seems possible, the volunteer can ask to be considered for an alternative duty/task, the outcome of which will depend upon the availability of a suitable volunteering opportunity and the particular circumstances of the grievance.

#### *Confidentiality*

The confidentiality of all parties in any of the above scenarios is of paramount importance. Notes of meetings exploring issues of unsatisfactory performance and grievance should be signed and dated by both parties.

2 June 2010