

## Volunteer problem solving procedure

The relationship between the University and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the University is able to maintain standards and it is also important that volunteers should enjoy making their contribution to this service.

It is important to bear in mind that sometimes things can go wrong within a volunteer programme. A volunteer may have a complaint about another volunteer, a member of staff, or the department itself. The supervisor may notice that a volunteer's performance has declined, or that someone else has complained about a volunteer's work, attitude, or conduct. All volunteer complaints should be resolved openly, fairly, and as quickly and informally as possible.

### Volunteer complaints

This part of the problem solving procedure gives the volunteer the right to complain if they have been unfairly treated.

Initial complaints against another volunteer, a member of staff, or the department, should be discussed between the supervisor and the volunteer. The supervisor will look into the complaint and the outcome should be given to the volunteer as soon as is possible. If the complaint is about the volunteer's supervisor, then the matter should be referred to another manager.

If the volunteer is not satisfied with the outcome, then they can raise their concerns to a more senior manager. This senior manager's decision shall be final.

### If someone complains about a volunteer

This part of the problem solving procedure gives the volunteer the right to be told why their behaviour is being looked into, the right to state their case, and the chance to escalate the matter.

Sometimes minor issues can arise during the course of volunteering, such as a volunteer not fitting into the team as well as was expected, not meeting the required standards when undertaking tasks or being unreliable. Such issues are usually detected during regular supervision, and may be quite easy to resolve without the need for escalation.

The first step is to discuss the complaint with the volunteer to identify goals that will help the volunteer to fulfil their role. The department should offer extra support, supervision, and training where necessary.

If the issue hasn't been resolved by the oral discussion and review, then the volunteer supervisor can suggest that the volunteer takes on a different activity or ceases to volunteer in the department.

If the volunteer is not satisfied with the outcome, then they can escalate the matter to a more senior manager. This senior manager's decision shall be final.