

# RAISING CONCERNS

Volunteer Centre Greenwich—Members Factsheet

## Problem solving procedures

Sometimes relationships can break down and it is therefore vitally important that your organisation has a clear procedure and process to deal with possible unfortunate situations that could occur with your volunteers.

Having a clear Problem Solving Procedure not only shows that your organisation is committed to volunteering good practice but it is also taking in to account safeguarding volunteers.

Remember that volunteers do not have the same rights as employees, however they are covered by the same legislation as members of the public (such as Health and Safety). Having a clear Problem Solving Procedure will ensure that your volunteers are treated fairly and not subject to discrimination.

It outlines what a volunteer can do if they have a complaint about the organisation, a member of staff or another volunteer. If however, there is a problem with the volunteer's behaviour then the example explains a possible process to deal with this. If you do decide to ask a volunteer to leave, consider conducting an exit interview and give the following tips:

make sure that the meeting takes place in a confidential setting.

be quick and direct. Do not back down. At this stage, the decision to ask the volunteer to leave has already been made.

- do not attempt to counsel the volunteer, as this will send confusing signals to them.
- expect the volunteer to express their emotions, but keep your emotions in check.
- follow up the meeting with a letter to reiterate the decision to ask the volunteer to leave, as well as outlining the reasons for doing so. Include any information relating to their departure.
- inform staff, clients and other volunteers of the outcome, but do not give reasons for the volunteer's departure.

if the volunteer had responsibilities for certain clients, make sure that the clients are informed of the new volunteer that will be assigned to them.

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