

Glasgow Life Volunteering Policy: APPENDIX 2

Volunteering - Resolving Concerns

The relationship between Glasgow Life and its volunteers is entirely voluntary and does not imply any contract. However, it is important that as an organisation we are able to maintain our agreed standards of service to our customers. It is also important that volunteers enjoy making their contribution to the services.

All concerns and complaints will be treated confidentially and will only be discussed with those directly involved in resolving them. We will deal with concerns and complaints openly, fairly and quickly so as to protect volunteers and ensure minimal disruption to our services and customers.

At all times volunteers will be able to freely share their views and can be accompanied by a friend to meetings.

If the way an individual carries out their tasks as a volunteer does not meet with the Glasgow Life's expectations as per their Glasgow Life's volunteer agreement, this is the process:

1. Initially with a meeting with the volunteer and Volunteer Mentor who will explain the concerns.
2. If this does not resolve the concern, then a meeting with the Volunteer Mentor's Line Manager will be arranged.
3. If Glasgow Life expectations are still not met, then Glasgow Life shall end the volunteer's involvement with Glasgow Life.

If a volunteer is dissatisfied with any aspect of their volunteering experience, the volunteer should:

1. Initially discuss dissatisfaction with their Volunteer Mentor.
2. If that does not resolve the concern, then a meeting with the Volunteer Mentor's Line Manager and the Volunteer Manager's Forum representative should be arranged.
3. If the volunteer's concern is not resolved through this meeting, the volunteer can write a letter of complaint to Glasgow Life Volunteering & Citizenship Manager who will respond within ten working days.
4. If after this, the volunteer's dissatisfaction remains unresolved, and Glasgow Life are unable to resolve the concern then it would be inappropriate for the individual to continue to volunteer.

Exceptions

If a volunteer is believed to have behaved in a way that has or could seriously affect Glasgow Life's reputation, property, employees or volunteers; the Volunteer Mentor will ask them to stop their volunteering activity whilst the matter is referred to the local Volunteer Manager's Forum representative or Volunteering & Citizenship Manager. Glasgow Life does not tolerate the following behaviour:

- Theft, fraud or deliberate falsification of records
- Serious negligence which causes unacceptable loss, damage or injury
- Deliberate damage to or unauthorised use of Glasgow Life property
- Unauthorised or fraudulent use of Glasgow Life or partner's name
- Causing damage to the Glasgow Life or partners reputation
- Threatening behaviour, fighting or physical assault
- Unfair discrimination or inequality on the grounds of age, disability, gender identity, race, religion or belief, sexual orientation, socioeconomic status or any other factor relating to where a person lives, their background, circumstances or experiences.
- Serious bullying, harassment or victimisation of another volunteer, service user or employee member
- Serious infringement of health & safety rules or a serious breach of confidentiality
- Serious incapability through alcohol or being under the influence of illegal drugs
- Refusal to carry out a reasonable instruction within the boundaries of their role

The volunteer will be given the opportunity to share their views, a decision will be made in ten working days. If the complaint against the volunteer is upheld, they will be excluded from volunteering with Glasgow Life.