



ANGLING TRUST

Angling Trust

PD35a – Problem Resolution Policy (Volunteers)

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Approvals		
Approved by: CEO/COO/GOV COMM	Date	Version
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1. OVERVIEW

The Angling Trust relies on volunteers to deliver its mission and objectives. We recognise that our volunteers give their time to the organisation without being paid and this generous contribution is extremely welcome. Nonetheless, although rare, occasionally problems can arise, so we have initiated this policy to provide our volunteers reassurance that an open and fair process exists to ensure the positive and swift resolution of any issues.

We fully acknowledge that any grievance can be distressing and take all volunteers' concerns seriously. It is our aim to resolve any problems either informally or formally as appropriate, as outlined below, and as quickly as possible. In all cases a thorough and impartial investigation will be undertaken.

2. Issues raised by a volunteer

Issues raised by a volunteer will be addressed by the following: -

Informal Resolution

In the first instance, the volunteer should bring any problems to the attention of their volunteer manager, who will listen and take whatever steps are necessary to resolve the matter informally. This could, for example, involve advising another party of the problem and agreeing a solution or modified behaviour, or, perhaps, bringing the two parties together in an informal atmosphere to discuss the issue and identify a means of moving forward.

If inappropriate for the matter to be referred by the volunteer to their volunteer manager, this should instead be reported to either the appropriate Head of the relevant department or the Personnel Manager.

Formal Resolution

If the volunteer is dissatisfied with the outcome of Informal Resolution as above, or the matter is so serious that Informal Resolution is not an option, a complaint should be made in writing to the appropriate Head of the relevant department or the Personnel Manager.

Full details of the grievance must be provided by the complainant, and this will be acknowledged in writing by the organisation within seven working days.

The organisation will provide, timely, any relevant information requested, if legally able to do so. Likewise, the organisation will request further information, if necessary, from the complainant, and make enquiries with any witnesses or other parties involved.

A meeting will then be arranged to discuss the matter further. The volunteer has a right to be accompanied at such a meeting by a 'friend', and the organisation undertakes to provide feedback and an outcome within ten working days.

The full circumstances will then be considered by the Personnel Manager and an assigned Board Member who will provide feedback and communicate the decided outcome in writing to all parties.

Appeal

Should the volunteer remain dissatisfied with the outcome, the matter will be considered by the Personnel Manager, the COO and one, assigned, Board Member as an Appeal Panel, the decision of which is final.

3. Issues raised concerning a volunteer

In the event of the organisation having an issue with a volunteer's conduct, the following process will apply: -

Informal Resolution

If the issue is of a minor nature, such as poor time keeping or unauthorised absence, suitable words of advice could be given by the volunteer's manager.

Formal Resolution

If the matter is more serious, this could result in statements being taken from witnesses and the volunteer concerned invited to provide his or her account to a panel comprising the COO and one, assigned, Board Member.

Although not exhaustive, examples of serious misconduct might include:

theft of Angling Trust property (or property belonging to other employees or Angling Trust customers/members), wilful damage to Angling Trust property, falsification of expenses, abusive or violent behaviour, acts of harassment and bullying, serious breach of health and safety regulations (which causes unacceptable loss, damage or injury), misuse of the internet/email, breach of confidentiality, serious breach of Angling Trust rules and regulations, being under the influence of alcohol and/or drugs whilst volunteering.

4. Contacts

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