

## Performance/Dealing with problems

HWCD aims to make volunteering a positive experience but problems can occur. We will have a fair problem solving process to help resolve any issues. This process is only for dealing with concerns with the volunteer relationship; for other concerns or complaints please refer to the Complaints Policy.

- HWCD will make reasonable adjustments within the organisations resources to ensure that volunteers can engage fully in the problem solving process.
- Volunteers may bring a support person or advocate to any meeting that forms part of the problem solving process
- HWCD will tell volunteers about any problems regarding their volunteering and will agree a way to move forward in the role. If appropriate, volunteers could be offered training, or agree a change in their volunteering role. If this does not resolve the problem we will offer a formal meeting to discuss.
- There are some occasions where HWCD will not be able to offer any support, while not a complete list, this may include; Threats, abuse or attacks on any staff, volunteer or customers, breaking policies on safeguarding of children or vulnerable adults, Breaking confidentiality and criminal acts against HWCD such as theft or fraud.
- HWCD nominated representative will offer the volunteer a meeting to talk through the organisations concerns with the volunteer. They will explain what the issues are and outline their impact. HWCD will explore with the volunteer if there are any other opportunities to resolve the concerns and notify the volunteer of their decision within 15 working days.
- After 12 months of inactivity a volunteer may be moved to the role of 'Friend' or 'Healthwatcher'.
- If HWCD is unable to agree a resolution with the volunteer, they may be asked to stop their volunteering for the organisation. If this happens, HWCD will signpost volunteers to the Volunteer Centres for other opportunities.
- Appeal: if the volunteer does not agree with the outcome of the formal stage, they may raise their concern with the Board of directors. The Board of directors will acknowledge the appeal within 5 working days and offer an appeal meeting. The Board will notify the volunteer of their response within 10 working days of this meeting. The Boards decision is final.