



PROBLEM SOLVING PROCEDURE

Care and Share Companionship (CSC) believe that clear, open and fair procedures for solving problems are necessary for the sake of volunteers, the charity and are consistent with our ethos.

It is hoped that by offering volunteers effective support and supervision, most issues and problems that arise can be resolved swiftly and fairly informally.

Should that not be possible, the following procedures can be used to ensure that matters are dealt with fairly and transparently.

If a volunteer wishes to formally raise a problem

Stage 1 – Verbal stage

If a volunteer wishes to formally raise a problem about a member of staff, the charity or another volunteer, they should do so at the earliest opportunity.

The issue should be raised with the Operations Manager, unless the issue is related to that person, in which case they should talk to the Chairperson or a Trustee of the Board.

Stage 2 – Written stage

If the issue cannot be resolved at the verbal stage, the volunteer can make a formal complaint in writing to the Operations Manager.

If the matter has already been discussed with that person, then the complaint should be made to the Chairperson of the Board of Trustees.

Stage 3

If the volunteer is not satisfied with the outcome of the written complaint they should inform the Chairperson in writing within 5 working days of receiving a response to their written complaint.

The appeal should be made to [insert suitable person]. The appeal will be reviewed by [insert same person as previous] (or a nominated deputy) and another suitable person. Following the appeal, the decision of the [insert same as before] will be communicated in writing.

That decision is final.

If there is a problem with a volunteer that has not been resolved informally

CSC aims to support our volunteers so that they are able to enjoy their volunteering and meet any standards required. It is hoped that if volunteers find they are struggling with their role, they will ask their Operations Manager for additional support or training.

The introductory period of volunteering is designed for a volunteer and CSC to establish whether or not the role is suitable for the volunteer. If problems arise during that time and CSC does not consider that additional support and training will overcome the issues then the volunteer role can be ended at any stage during that period. This should not be regarded as a failure for the volunteer. If possible another, more suitable, role could be explored.



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If discussion has not resolved a problem, or if a complaint is made about a volunteer, any of the following measures may be used, depending on the severity of the problem. CSC reserves the right to judge the severity of a problem.

Stage 1 – Discussion

CSC's Operations Manager or another suitable person will discuss the issue with the volunteer, try to identify its possible cause, and try to find a way to resolve the situation.

If necessary, CSC may be able to provide extra support or training, or to review the volunteer's current role.

Stage 2 – Written stage

If the issue hasn't been resolved through discussion, or if a serious problem has arisen, the volunteer will be contacted in writing, outlining the problem and any action that might be taken to resolve it, with deadlines as appropriate.

If at this stage, CSC does not believe that it will be possible to find a solution, this will be made clear.

Stage 3 – Ceasing volunteering

Care and Share Companionship reserves the right to require the volunteer to stop volunteering, if necessary, with immediate effect. In this case, the volunteer will receive an explanation of why this decision has been reached.

The decision of Care and Share Companionship Board of Trustees is final.

Policy owner: CSC Operations Manager
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