

Problem Solving Procedure for Volunteers

Date of Review: April 2024

Date of Next Review: April 2025

Senior Operations Manager Signature:



Accuro (Care Services)

Problem Solving Procedure

Accuro (Care Services) takes its responsibilities seriously to volunteers and recognises that on occasion volunteers may have a problem, or concern, which requires individual attention. This procedure is designed to provide a means of solving or settling any such problems or disputes that may arise. The aim is to solve or settle any problem fairly, simply and quickly.

Dealing With Problems Informally

If you have a problem or concern relating to your volunteering opportunity, or the people you volunteer with, you should, whenever possible, start by talking it over with your Scheme Coordinator / Line Manager. You may be able to agree a solution, informally, between you.

Formal Problem Solving

If the matter is serious and/or you wish to raise the matter formally you must set out in writing the problem or concern and the basis for it and pass this to your Scheme Coordinator / Line Manager. In so doing you should keep to the facts and avoid language that may be offensive.

Where the problem or concern is against your Scheme Coordinator / Line Manager and you feel unable to approach him / her you should forward your concern in writing to the HR Manager, or in his / her absence, the Senior Operations Manager.

Problem Solving Hearing

The HR Manager, or the person receiving your written concern, will call you to a meeting, normally within 5 working days, to discuss your problem or concern. You have the right to be accompanied by a fellow volunteer or staff member at this meeting if you request this.

After the meeting the HR Manager, or the other senior person dealing with your problem, will give you a decision in writing normally within 10 days.

Appeal

If you are unhappy with the decision and you wish to appeal, you should let the person who made the decision know. You will then be invited to an appeal meeting, normally within 5 working days, and where reasonably practicable your appeal will be heard by a more senior manager. You have the right to be accompanied by a fellow volunteer or staff member at this meeting if you request this.

After the meeting the senior manager dealing with your appeal, will give you a decision in writing normally within 10 days. This decision is final.