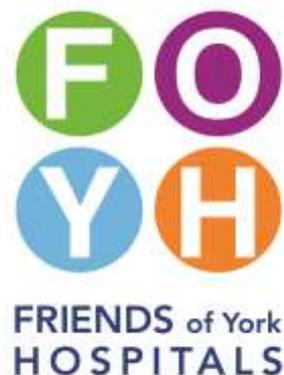


Problem Solving Procedures

1. Volunteers' Problems with FOYH

If a volunteer is dissatisfied with any aspect of their volunteering and cannot resolve the issue through an initial contact or meeting with the AVC, he or she can request a meeting with the Chairperson of FOYH or the Volunteer Development Trustee. A written summary of the volunteer's concerns should be sent to the Chairperson or Volunteer Development Trustee at least 3 working days before the meeting. The volunteer is welcome to bring a friend with them to this meeting. The content of the meeting will be documented.



Following the meeting a written summary of the discussion and the decisions reached will be issued to the volunteer and other relevant personnel.

The aim of this process is to seek resolution of the problem, but if this cannot be achieved, we would ask the volunteer to stop volunteering with us.

2. FOYH Problems with Volunteers

Rarely, problems will be so severe (eg. accusations of theft, acts of violence, abusive or discriminatory behaviour) that the volunteer will be asked to temporarily stop volunteering straight away. The matter will then be investigated by either the Volunteer Development Trustee, or the Chairperson of FOYH. The volunteer can make their case to them either by letter or at a face-to-face meeting on request. A decision on whether they can continue to volunteer with FOYH will be made within 14 days.

When we have genuine but less drastic concerns about the behaviour of an established volunteer (someone who has volunteered with us longer than 12 weeks), we resolve these concerns in the following way:

1. A face-to-face meeting to explain our concerns – and hopefully reach agreement on the way forward - is arranged between the volunteer and the AVC. The volunteer can also ask a friend to attend the meeting. Following the meeting the main points are summarised in a letter to the volunteer.
2. If there is insufficient progress after an agreed timeframe, a second face-to-face meeting will be arranged. This meeting will be between the volunteer and either the Volunteer Development Trustee, or the Chairperson of FOYH, or both. Once again the volunteer may bring a friend with them, and the main points will be summarised in a letter to the volunteer.
3. If the volunteer's behaviour is still causing concern after an agreed timeframe for improvement has elapsed we will ask them to stop volunteering with us with immediate effect.