

## Volunteer Policy

### 1. Introduction

The Derbyshire Federation for Mental Health recognises that there can be situations in which Volunteers help can make an appropriate and significant contribution to the work and service objectives of the organisation. This policy defines the term and sets out the principles, practices and procedures which the Federation will undertake to follow in the appointment, management and control of Volunteers.

### 2. Definition

Volunteers at the Federation may be described as individuals who put their experience, knowledge and skills at the disposal of the organisation, free of charge, with the primary aim of helping the Federation to achieve its service objectives and also with the aim of bringing some benefit to its service users. **A Volunteer is not a paid employee and there is no contract of service or employment.** There is no set expectation in the amount of time which will be devoted to the Federation and this will be agreed individually with each volunteer.

Each Volunteer will be appointed a **Support Officer**, who will be responsible for supporting, guiding and managing them whilst they are associated with the Federation. A support officer will be an appropriate senior member of staff.

### 3. Principles

In appointing Volunteers the Federation will adhere to the following principles:-

- (a) Volunteers will not be engaged in work which facilitates the loss of an existing employee's post, nor on any tasks or projects which (within the past year) were done by paid employees whose posts have since been deleted
- (b) Volunteers will not be used to do the work of paid staff during an industrial dispute
- (c) Family members can be enrolled as Volunteers but they will not be placed in direct contact with members of their family who are employees
- (d) Service users can be accepted as Volunteers where there is no conflict with the provision of services to the client
- (e) Members of the Federation's Executive Committee will not normally be accepted as Volunteers to do befriending work. This is on the basis there could well be conflicts of interest. However, any requests to carry out such work will be considered by the full Executive Board

### 4. Recruitment of Volunteers

Volunteers will be selected through the following process:

#### **STEP 1:**

The following items will be agreed by the Chief Executive or a Strategic Team member in conjunction with discussion with the Volunteer Support Services Team Leader, before a proposed Volunteer placement is implemented:

A **Role Description**, outlining the specific tasks, responsibilities and reporting lines of the Volunteer and a **Role Specification**, outlining the relevant experience, skills, knowledge, abilities and equal opportunity awareness necessary to carry out the role effectively.

These two items will accompany the **Volunteer Offer Letter (See Appendix 2)** which any new prospective Volunteer would be asked to sign on joining the Federation.

#### **STEP 2:**

Recruitment may be as a result of advertisement but is more likely to be through an informal process, i.e. word of mouth or a direct approach to us.

The prospective Volunteer will be required to complete the Federations **Volunteer**

**Application Form (See Appendix 4)** and an **Equal Opportunities Monitoring form**. They will then be invited to a panel meeting with the Volunteer Support Services Team Leader and one other manager where applicable. Using the role description the parties will engage in a two way discussion of the proposed role, of its requirements and of each other's expectations, with a view to assessing mutual suitability. Following the meeting the Federation will make a decision within one week regarding the individual's suitability for the particular role. This decision will be communicated in writing.

### **STEP 3:**

Prior to commencing, successful Volunteers **must**:

- (a) provide a reference from two suitable persons (excluding relations) attesting to their character and suitability for the position.
- (b) complete a CRB disclosure application and/or follow the Vetting and Barring process. Any expense incurred in relation to this is paid for by the Federation.
- (c) provide two suitable forms of Identification as laid down by the Home Office Guidelines
- (d) return a signed copy of the Volunteer Offer Letter

Failure to comply with any of these will mean that we will be unable to offer a Volunteer placement.

**Where the Volunteer is to be working alongside another Federation member of staff in a totally supervised capacity, then it is permissible for the Volunteer to start with us prior to all these documents being obtained. However, each situation will be looked at individually and the decision to do this remains solely with the CEO.**

**The Federation reserves the right to refuse the offer of service of any Volunteer.**

### **STEP 4:**

Prior to commencing, each successful Volunteer shall be formally allocated to a particular support officer who will supervise the Volunteer throughout the duration of her/his time at the Federation. The support officer's responsibilities will include ensuring that the Volunteer receives the following:

- (a) a planned **Induction Training Programme** including appropriate Health and Safety training
- (b) regular supervision and support sessions
- (c) positive feedback on their contribution
- (d) adequate office accommodation, equipment and services to undertake their placement effectively.
- (e) any necessary statutory training to enable the volunteer to carry out their duties e.g. first aid training

The support officer will also ensure where appropriate that the Volunteer receives items such as; door keys, an ID badge, a first aid kit and schedules of team meetings etc.

Every Volunteer will also receive a copy of the **Volunteer Handbook (See Appendix 3)** which gives full details of what is expected and what is involved working for the Federation.

## **5. Evaluation**

Volunteers will undergo periodic supervision sessions and receive periodic evaluation of their Work through their support officer. The evaluation session will review the contribution of the Volunteer, suggest any changes in work style, seek suggestions from the Volunteer on means of enhancing the Volunteers relationship with the Federation, convey appreciation to the Volunteer, and ascertain the continued interest of the Volunteer in serving in that position.

These supervision sessions will also give the Volunteer the opportunity to raise any concerns or issues they have.

**See Appendix 1** for a copy of Management guidance notes.

## Guidance Notes

### Management Guidance

Volunteers are vital to the Federation's activities. We are grateful for their help and seek to treat them fairly. To this end we issue a formal offer of a volunteer arrangement and provide a handbook to assist volunteers.

Volunteers are not employees and it is essential that we do not do anything which might create an employment relationship.

### General Guidance

1. Arrangements for attendance are voluntary. It may be necessary to specify certain times when, for example, the activity can only take place at these times but, otherwise, fixed hours should be avoided.
2. Only expenses actually incurred may be reimbursed. It is essential that receipts are produced and retained. On no account must un-receipted allowances be paid. This may affect a volunteer's benefits and create an employment relationship.
3. Training necessary for the work can be provided but no more as this would constitute a "consideration" and, again, create an employment relationship.
4. For the same reason honoraria or gifts must not be given.

### Dealing With Grievances, Conduct or Performance Problems

Our volunteers are unlikely to be found to be employees if we follow the guidelines above. However, there is a risk that an Employment Tribunal might find otherwise. Therefore, when dealing with conduct, grievances or performance, we must treat people as fairly as an employee so that, even if a Tribunal found they were employees, we would minimise the risk.

- a) Volunteers may be reprimanded for absence (where they do not honour an agreement they have made) or other minor conduct problems.
- b) It may be necessary, in the case of matters which would be considered gross misconduct in an employee to terminate the relationship.
- c) Volunteers are not covered by our disciplinary or grievance procedures but reprimands should follow the same procedural stages and timescales as for employees.
- d) Meetings must be held and the volunteer allowed representation by a colleague. If the volunteer is dissatisfied with the outcome s/he may appeal to the support officer's superior. Notes must be kept and retained. Meetings should be called "**meetings of concern**" and any letters should be "**recorded notes of dissatisfaction**".
- e) Advice should be sought from Peninsula before taking any action which may terminate or lead to the termination of our arrangement with any volunteer. Make clear in any call that the person is a volunteer.

### Administration of Volunteers

In order to set up a Volunteer file, the following documents are required:

- a) Volunteer Application Form
- b) Equal Opps Monitoring Form
- c) Personal Details Form
- d) CRB disclosure application / or Vetting and Barring Documentation
- e) Relevant Identification
- f) Signed Volunteer Offer Letter
- g) Two references
- h) A photograph of the volunteer

Some of these documents are available in Fedwork - please refer to Management Administrator.

## Volunteer Offer Letter

Dear xxxx,

Further to recent discussions I am pleased to advise you that we can offer you voluntary work as detailed below. **Nothing in this agreement should be interpreted as an offer of employment, paid work, or a contract for services.**

**Start Date:** xx/xx/xx  
**Support Officer:** Name xxxxx and Title xxxxx  
**Department:** xxxx  
**Location:** You will be based at ..... Any alternative arrangements will be by agreement.  
**Role:** Volunteer .....(insert title eg. benefits adviser).  
**Duties:** Insert brief description.

### **Commitment:**

There is no obligation on you to assist us, nor any obligation on The Derbyshire Federation for Mental Health to provide you with volunteering opportunities. You have offered to give The Derbyshire Federation for Mental Health an approximate time commitment in the first instance of xxxxxx hours per week on INSERT DAYS although these may be subject to change to suit your other commitments. Your time should be recorded on the volunteer time sheet provided each month, countersigned by your support officer and submitted to..... for monitoring purposes.

### **Confidentiality:**

The Federation will require you to uphold the following; and ask that all information that:-

- a. is or has been acquired by you during, or in the course of your engagement, or has otherwise been acquired by you in confidence,
- b. relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort, and
- c. has not been made public by, or with our authority,

shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your engagement, disclose such information to any person without our prior written consent.

### **Criminal Records Checks:**

As your voluntary duties will bring you into contact with either children or vulnerable adults at some point in the future, we reserve the right to request you to undergo a records check via the Criminal Records Bureau prior to making such contact.

### **Remuneration – Expenses:**

There is no financial remuneration for you under this arrangement. However, pre-arranged expenses for travel and subsistence will be reimbursed on production of the necessary receipts. A claim form for this can be obtained from the Finance Team and must be approved by your line manager. You will be provided with a copy of the **Federation's Volunteer Expenses Policy** when you join us.

### **Policies/Procedures:**

I enclose a copy of our Volunteers' Handbook which gives useful guidance and further details of the arrangements between The Derbyshire Federation for Mental Health and you.

### **Notice:**

There is no requirement for you to give any notice if you wish to stop volunteering but, because we rely on voluntary assistance, it would help if you could give as much notice as you are able to.

Could you please countersign the attached copy of this letter and return it to me to indicate your agreement to these arrangements.

# The Derbyshire Federation for Mental Health

## VOLUNTEER HANDBOOK

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- Federation Mission Statement and Aims and Objectives
- General rules and procedures
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- Security
- Health, safety, welfare and hygiene
- Equal opportunities policy
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### INTRODUCTION

Thank you for offering to give some of your time and experience to assist us. We rely on volunteers to help achieve our objectives.

We provide equal opportunities and are committed to the principle of equality regardless of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability.

We will apply policies that are fair, equitable and consistent with skills and abilities. Volunteers can assist by supporting us in implementing these policies to ensure equality of opportunity.

Please study this handbook carefully. It contains some simple rules and helpful information.

## **STATEMENT OF AIMS AND OBJECTIVES OF THE ORGANISATION**

The Federation is committed to providing outstanding service and first class support to all associated with the organisation – be it service users, carers, staff and other professional bodies. This document is our statement of purpose and intent.

### **MISSION STATEMENT**

“The Federation aims to be a specialist mental health support service provider of choice in Derbyshire – known for its true service user focus and its high professional standards.”

### **AIMS AND OBJECTIVES**

To help to improve mental health in Derbyshire and elsewhere by:

- a) Promoting community education and understanding in the field of mental health.
- b) Promoting the creation of self-help groups and an increased understanding of the important role that they play in providing an immediate, accessible service for people with mental health problems.
- c) Providing for training and support of group members in each self-help group.
- d) Providing a variety of programmes to empower sufferers of mild to moderate mental health conditions.
- e) Promoting wider networks of relevant social support.
- f) Identifying to the statutory agencies any deficiencies and shortfalls in the services they provide.
- g) Accepting self-referrals, and referrals from statutory agencies, to work individually with people with mental health problems and to promote independence.
- h) Supporting people with mental health problems to promote and maintain their independence and to provide and manage supported tenancies.
- i) Seeking to limit, where possible, the need for hospitalization.

## GENERAL RULES AND PROCEDURES

- A) CHANGES IN PERSONAL DETAILS**  
We may need to contact you in emergency so please notify us of any change of address, emergency contact etc
- B) STATEMENTS TO THE MEDIA**  
Volunteers must not make any statement to reporters from newspapers, radio, television etc. in respect of our organisation. Any enquiries should be directed to the Federation Chief Executive.
- C) PROTECTIVE CLOTHING**  
Where appropriate you may be loaned protective clothing. This must be returned to us after use.
- D) VOLUNTEERS' PROPERTY**  
No liability is accepted for any loss of, or damage to, property brought onto our premises, or our clients' premises. You are advised not to take any personal items of value to work or to leave any items at work overnight.
- E) STANDARDS OF DRESS**  
You may come into contact with customers and members of the public. It is important that you present an acceptable image in terms of appearance and standards of dress. You should wear clothes appropriate to your tasks.
- F) TIME COMMITMENT**  
If you are unable to attend at any of the times when you have arranged to help us, due to ill health or other commitments, please let your support officer know as soon as possible as we may need to make arrangements for cover.
- G) EXPENSES**  
You are entitled to claim expenses incurred during volunteering with us and you will be provided with a copy of the **Federation's Volunteer Expenses Policy** when you join us.
- Expenses must be claimed on an expense claim form and be supported by receipts, ticket stubs or other evidence wherever practicable. We only reimburse actual expenses incurred.
- H) STATE BENEFITS**  
Voluntary work may affect your eligibility for state benefits. We advise you check this with the appropriate agencies.
- I) RECORD CHECKS**  
Because this position may involve working with children or vulnerable adults employment is also dependant on the following:
- 1) Your written consent to obtaining a standard/enhanced disclosure from the Criminal Records Bureau or an approved umbrella body.
  - 2) Such disclosure being acceptable to us.
  - 3) Proof of identity – Birth and or marriage certificate (where appropriate), passport or a new style driving licence.
  - 4) Satisfactory written references.
  - 5) That you will supply a photograph of yourself for retention in your records.
- J) INSURANCE**  
During your time with us you are covered under our insurance policies against any injury you suffer or cause while volunteering.

- K) HOUSEKEEPING**  
Work areas must be kept clean and tidy at all times.
- L) TELEPHONE CALLS/ MOBILE PHONES**  
Incoming personal telephone calls are allowed only in the case of emergency. Outgoing calls can be made with the permission of your support officer.
- M) BUYING OR SELLING OF GOODS**  
You are not allowed to buy or sell goods on your own behalf on our premises or during your working hours.
- N) COLLECTIONS**  
Collections on our premises are only allowed with our permission. If you wish to obtain sponsorship, conduct raffles, request donations etc. for a good cause, please discuss this with your support officer.
- O) TRAINING**  
We only provide the training necessary for the tasks you have volunteered for and any further volunteering activities it is agreed you can undertake.
- P) PROBLEMS**  
Should you have any problems related to your treatment by us, our employees, other volunteers or the people we serve, please raise these with your support officer who will attempt to resolve the issue. If you are unhappy with the outcome you may raise the issue with your support officer's line manager.

## **STANDARDS**

Volunteers are expected to behave responsibly while with us. Normally we would bring any difficulties to your attention informally. However, the behaviour listed below would result in us refusing any further voluntary assistance from you.

- a. grossly indecent or immoral behaviour, deliberate acts of unlawful discrimination or serious acts of harassment;
- b. dangerous behaviour, fighting or physical assault;
- c. incapacity at work or poor performance caused by intoxicants or drugs;
- d. possession, supply or use of illicit drugs;
- e. taking part in activities which result in adverse publicity to ourselves.
- f. theft or unauthorised possession of money or property, whether belonging to us, another employee, or a third party;
- g. destruction/sabotage of our property, or any property on the premises;
- h. serious breaches of the health and safety rules which endanger yours and other people's life and safety;
- i. maltreatment of service users;
- j. failure to report an incident of abuse, or suspected abuse of a service user by an employee, other volunteer or a member of the public;
- k. convictions for any offence which might affect your suitability for the volunteering duties you are involved in.

## **SECURITY**

- A) RIGHTS OF SEARCH**
1. We have the right to carry out searches of volunteers and their property (including vehicles) whilst they are on our premises or business. These searches are random and do not imply suspicion in relation to any individual concerned.
  2. If you should be required to submit to a search, you will, if practicable, be entitled to be accompanied by a third party to be selected from someone who is on the premises at the time. This right also applies at the time that any further questioning takes place.

3. You may be asked to remove the contents of your pockets, bags, vehicles, etc.
4. Whilst you have the right to refuse to be searched, refusal by you to agree to being searched could result in us refusing to accept any further voluntary assistance from you.
5. We reserve the right to call in the police at any stage.

**B) CONFIDENTIALITY**

1. All information that:-
  - a. is or has been acquired by you during, or in the course of your engagement, or has otherwise been acquired by you in confidence,
  - b. relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort, and
  - c. has not been made public by, or with our authority,shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your engagement, disclose such information to any person without our prior written consent.
2. You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your engagement with us, or at any other time upon demand, return to us any such material in your possession.

**C) USE OF COMPUTER EQUIPMENT.**

1. In order to control the use of the organisation's computer equipment and reduce the risk of contamination the following will apply:
  - a. the introduction of new software must be checked and authorised. You cannot introduce new software of any kind without approval from the Federation's office administrator.
  - b. only authorised individuals will have access to our computer equipment.
  - c. only authorised software may be used on the organisation's computer equipment.
  - d. only software that is used for business applications may be used.
  - e. you may not bring software onto or remove it from the our premises without prior authorisation from your support officer.
  - f. unauthorised access to the computer facility may result in termination of your relationship with us.
  - g. unauthorised copying and/or removal of computer equipment/software will result in us refusing to accept any further assistance from you.

**D) VIRUS PROTECTION PROCEDURES**

1. In order to prevent the introduction of virus contamination into the software system the following must be observed:
  - a. unauthorised software including public domain software, magazine cover disks/CDs or Internet/World Wide Web downloads must not be used.
  - b. all software must be virus checked using standard testing procedures before being used.

**E) E-MAIL AND INTERNET POLICY**

1. Internet

Where appropriate, duly authorised volunteers may make use of the Internet as part of their work. You may only release information via the internet with the prior agreement of your support officer. The use of the internet to access and/or distribute any kind of material which is offensive or unrelated to your tasks will result in termination of your relationship with us.
2. E-Mail

You may only use the e-mail system with the prior approval of your support officer and unauthorised use may result in termination of your relationship with us.

Volunteers using the e-mail system should observe the following points:

- a. they comply with our communication standards (your support officer will advise you of these).
- b. e-mail messages and copies should only be sent to those for whom they are particularly relevant.
- c. e-mail should not be used as a substitute for face to face communication or telephone contact. Flame mails (i.e. e-mails that are abusive) must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding.
- d. if e-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The organisation will be liable for infringing copyright or any defamatory information that is circulated within the company or externally.
- e. offers or contracts transmitted by e-mail are as legally binding on the organisation as those sent on paper.

We will not tolerate the use of the e-mail system for unofficial or inappropriate purposes including:

- a. any messages that could constitute bullying, harassment or other detriment.
- b. personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters).
- c. on-line gambling.
- d. accessing or transmitting pornography.
- e. transmitting copyright information and/or any software to the user.
- f. posting confidential information about other volunteers, workers, employees, the company or its customers or suppliers.

## HEALTH, SAFETY, WELFARE AND HYGIENE

### **A) SAFETY**

1. Your support officer will advise you of the health and safety requirements and any hazards associated with your responsibilities.
2. You must not take any action that could threaten the health or safety of yourself, other volunteers, workers, employees, customers or members of the public.
3. You should report all accidents and injuries at work, no matter how minor, in the accident book. Your support officer will advise where this is kept.

### **B) REFRESHMENT MAKING FACILITIES**

We provide refreshment making facilities. Please keep these facilities clean and tidy.

### **C) SMOKING POLICY**

Our policy of not smoking in service users' premises or other than in designated areas on our sites must be observed at all times.

### **D) ALCOHOL & DRUGS POLICY**

1. We have a duty to ensure, so far as is reasonably practicable, the health and safety and welfare at work of volunteers, employees, workers and, similarly, you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our volunteers, workers, employees and other parties.
2. If, during volunteering with us, your performance or behaviour are affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to further action and, dependent on the circumstances, this may lead to termination of your relationship with us.

### **E) LOST PROPERTY**

Articles of lost property should be handed to your support officer who will retain them whilst attempts are made to discover the owner.

**F) PARKING**

Please park only in the designated parking areas. No liability is accepted for damage to private vehicles, however caused.

**G) HYGIENE**

1. Any exposed cut or burn must be covered with a first-aid dressing.
2. If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.
3. Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

**H) HYGIENE FOR FOOD HANDLERS**

1. You must wash your hands immediately before commencing work and after using the toilet.
2. Any cut or burn on the hand or arm must be covered with an approved visible dressing.
3. Head coverings and overalls/uniforms, where provided, must be worn at all times.
4. No jewellery should be worn, other than wedding rings, without the permission of your support officer.
5. You should not wear excessive amounts of make-up or perfume and nail varnish should not be worn.
6. If you are suffering from an infectious or contagious disease or illness, or have a bowel disorder, boils, skin or mouth infection, you must not report for work without clearance from your own doctor.
7. Contact with any person suffering from an infectious or contagious disease must be reported and you must have clearance from your own doctor before returning to volunteering.
8. You must report to your support officer before returning to volunteering.

**EQUAL OPPORTUNITIES POLICY**

**A) STATEMENT OF POLICY**

1. We recognise that discrimination is unacceptable and equality of opportunity is a feature of our practices and procedures. Breaches of this policy will lead to investigation and, if appropriate, further action.
2. The aim of the policy is to ensure that volunteers are not discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability.
3. We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all volunteers.
4. We will maintain a neutral working environment in which no volunteer feels under threat or intimidated.

**B) SELECTION**

1. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.
2. We will adopt a consistent, non-discriminatory approach to the advertising of voluntary opportunities.
3. We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.
4. All those who ask to volunteer for us will receive fair treatment and will be considered solely on the contribution they can make.
5. All those involved in the recruitment process will periodically review their selection criteria to ensure that they are related to volunteering requirements and do not unlawfully discriminate.
6. Interview questions will be related to the requirements of the volunteering activity and will not be of a discriminatory nature.

7. We will not disqualify any volunteer because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the volunteering activity.

## DISCRIMINATORY/HARASSMENT COMPLAINTS POLICY AND PROCEDURE

### A) INTRODUCTION

1. We recognise that personal harassment, which may or may not be associated with discrimination, can occur.
2. Personal harassment takes many forms and people may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour towards an individual by another person or persons. Examples of harassment include:
  - a) insensitive jokes and pranks.
  - b) lewd or abusive comments about appearance.
  - c) deliberate exclusion from conversations.
  - d) displaying abusive or offensive writing or material.
  - e) unwelcome touching.
  - f) abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and formal action, at the appropriate level, will be taken against volunteers, workers or our own employees committing any form of personal harassment.

### B) POLICY

We deplore all forms of unlawful discrimination and personal harassment and seek to ensure that the working environment is sympathetic to the workers we use.

### C) COMPLAINING ABOUT DISCRIMINATION OR HARASSMENT

#### 1. Informal complaint

We recognise that complaints of discrimination, personal harassment and particularly of sexual harassment can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through your support officer. In these circumstances you are encouraged to raise such issues with a **senior employee of our organisation, whether or not that person has responsibility for you.**

If you are the victim of minor discrimination or harassment you should make it clear to the discriminator/harasser, on an informal basis, that their behaviour is unwelcome and ask them to stop. If you feel unable to do this verbally then you should hand a written request to the discriminator/ harasser, and a senior employee of our company.

#### 2. Formal complaint

Where the informal approach fails or if the discrimination/harassment is more serious, you should bring the matter to the attention of the CEO as a formal written complaint and again the person noted above can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:-

- a) the name of the alleged discriminator/harasser.
- b) the nature of the alleged discrimination/harassment.
- c) the dates and times when the alleged discrimination/harassment occurred.
- d) the names of any witnesses.
- e) any action already taken by you to stop the alleged discrimination/harassment.

On receipt of a formal complaint we will take action to separate you from the alleged discriminator/harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another area until the

matter has been resolved.

The person dealing with the complaint will carry out a thorough investigation in accordance with our procedures. Those involved in the investigation will be expected to act in confidence..

When the investigation has been concluded, a draft report of the findings and of the investigator's recommended course of action will be sent, in writing, to you and to the alleged discriminator/harasser. If you or the alleged discriminator/harasser are dissatisfied with the draft report this should be raised with the investigator within five working days of receiving the draft. Any points of concern will be considered.

The investigator will decide whether or not the issue should be handled via our disciplinary procedures if an employee is involved.

Once the process has been completed, whether it takes report form only or requires a disciplinary sanction, a final report in writing will be sent to you and the alleged discriminator/harasser.

**D) GENERAL NOTES**

1. If the report concludes that the allegation is well founded, the discriminator/harasser will (if an employee) be subject to disciplinary action in accordance with our disciplinary procedures. Should the discriminator/harasser be a volunteer, similarly fair procedures will be adopted before any decision about continuation of their engagement, or any other measure such as a reprimand, is taken.
2. If you bring a complaint of harassment you will not be victimised for having brought the complaint. However if the report concludes that the complaint is untrue and has been brought with malicious intent we will, subject to a fair procedure as above, no longer accept any further voluntary assistance from you.

**APPLICATION FOR A VOLUNTEER POSITION**

Name: .....

Address: .....

.....

Phone:       (H).....

                 (W).....

                 (M).....

**1. What is your understanding of, or experience of dealing with mental health issues?**

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**2. Why do you want to join the Federation as an organisation ?**

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**3. What experience and expertise would you bring as a Volunteer at the Federation?**

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**4. Do you know of any reason which would prevent you from becoming a Volunteer ?**

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**Please also enclose a letter of application to include any additional information regarding yourself which you may feel is relevant and include the details of two referees whom we may contact. Please also ensure you complete and include an Equal Opportunities Monitoring form with this application form.**

I declare this information to be accurate and true.

Signed:..... Date: .....

**Thank you for taking the time to complete this application form.**

**Volunteer Checklist**

<b>Task</b>	<b>Tick when Completed</b>	<b>Who is responsible for collating</b>
Application form received		
Interview date notified		
ID photocopied		
Support Officer nominated		
Personal Details form completed		
Equal Opps Monitoring form completed and filed		
CRB disclosure form and/or Vetting and Barring process completed and sent		
Written to two referees		
Responses of Referees received		
Volunteer Offer Letter sent out		
Volunteer Offer Letter acceptance received		
Written refusal received		
Personnel file prepared with relevant paperwork		
Induction Training co-ordinated		
Relevant statutory training planned		
Car insurance & MOT certificates seen and copied		
ID badge given		
Door keys given and signed for		
Update Photoboard		
Update staff phone numbers list		
Create a pigeon hole		

**Review of the policy**

This policy will be reviewed every three years to ensure that it is meeting its aims.

**This policy was adopted by the Executive Committee of the Federation on:**

Date:.....

**Signed on behalf of the Executive Committee by:**

Signature..... Name in Capitals:.....S Haslam.....

Version	Date approved: Exec Meeting	Reason for Policy / Review	Panel
1.0	27 May 2010	New Policy	Policy part written by Toni Bryan and Jim Cannings (Ex Trustee) and part provided by Peninsula. Reviewed by Rona Rawson, Tony Payne and Sam Tock (CVS). Approved by Executive Committee 27 May 2010