



Problem solving procedure for volunteers



Name of Policy	Problem Solving for Volunteers Policy
Aim of Policy	The purpose of the policy is to ensure a free and open workplace for all volunteers
Related Organisational Aims & Objectives	
Intended Audience	Council Members, Staff and Volunteers
Approved By	NAT Council
Date Approved	09.04.2019
Review Cycle	Annual
Review Due Date	2020
Individual Responsible for Review	Director
Comments on Last Review	

Problem solving procedure for volunteers

Norfolk Archaeological Trust has adopted the following problem solving procedure to help ensure that volunteers are treated fairly and not discriminated against; and to ensure that if a problem arises everyone knows what action to take.

The problem solving procedure will be followed where complaints arise, for example:

- If a volunteer makes a complaint about another volunteer, a member of staff or the organisation itself.
- If a volunteer's performance has declined, or someone has made a complaint about a volunteer's work, attitude or conduct.

The procedure has been adopted to

- ensure a consistent approach
- provide opportunities to find solutions to issues
- demonstrate the Trust's commitment to good practice.

What to do if you need to make a complaint

Stage 1: Oral complaint

Initial complaints, whether concerning a member of staff, the organisation or another volunteer, should first be discussed informally. Many issues can be solved this way. Complaints should be raised with the Director or Volunteer Co-ordinator as soon as possible:

Name	Title	Tel	Email
<i>Caroline Davison</i>	<i>Director</i>	<i>01603 462987</i>	carolinedavison@norfarchtrust.org.uk
<i>Natalie Butler</i>	<i>Volunteer Co-ordinator</i>	<i>07803 466415</i>	nataliebutler@norfarchtrust.org.uk

Stage 2: Written complaint

If you are not satisfied with the outcome of the oral complaint, you should make a formal complaint in writing to the Trust Chairman as set out below. He will designate a member of the Trust Council to act as the Trust's representative to deal with the complaint:

Name	Title	Address	Email
<i>Jonathan Sisson</i>	<i>Chairman Norfolk Archaeological Trust</i>	2 Orwell Road Norwich NR2 2ND	Jonathan.m.sisson@gmail.com

The Stage 2 formal complaint should be made, if possible, within 14 days of the Stage 1 oral complaint.

The Trust representative will provide a substantive response to your written complaint within 14 days.

Stage 3: Opportunity to appeal

If you are still not satisfied with the outcome, you may appeal to the Trust Chairman who will, if he deems it necessary, form a Complaints Appeal Panel:

Name	Title	Address	Email
<i>Jonathan Sisson</i>	<i>Chairman Norfolk Archaeological Trust</i>	2 Orwell Road Norwich NR2 2ND	Jonathan.m.sisson@gmail.com

You will be invited to attend a meeting of the Appeal Panel to discuss your complaint. You have the option to be accompanied to the meeting by a person of your choice. The Chair will respond with the panel's decision within 21 days, and the decision will be final.

What will happen if someone complains about you.

Stage 1: Oral discussion

The first step will be an informal discussion about the complaint with the Director or Volunteer Co-ordinator:

Name	Title	Tel	Email
<i>Caroline Davison</i>	<i>Director</i>	<i>01603 462987</i>	<u>carolinedavison@norfarchtrust.org.uk</u>
<i>Natalie Butler</i>	<i>Volunteer Co-ordinator</i>	<i>07803 466415</i>	<u>nataliebutler@norfarchtrust.org.uk</u>

This is an opportunity for you to hear about the complaint and offer your side of the story. It will also provide the opportunity to identify some solutions to the problem, if required and appropriate.

The Trust will not take action on complaints made anonymously. Everyone should have the right to know what they have been accused of and by whom so that they are able to offer their side of the story.

You can choose to be accompanied to the meeting by a nominated person of your choice.

Stage 2: Written warning

If the issue is not resolved by discussion, you may be issued with a written warning outlining the reason for the complaint.

If this occurs you will be given the opportunity within 14 days of receiving the written warning to discuss the complaint formally with a representative of the Trust nominated by the Chairman:

Name	Title	Address	Email
<i>Jonathan Sisson</i>	<i>Chairman Norfolk Archaeological Trust</i>	<i>2 Orwell Road Norwich NR2 2ND</i>	<u>Jonathan.m.sisson@gmail.com</u>

Again, you may choose to be accompanied to any of these meetings by a person of your choice.

Depending on the nature of the complaint, the Trust will, where possible and appropriate, offer further training or alternative volunteer roles which may address any identified issues. However, if the organisation decides to ask you to leave, you will be given the opportunity to appeal.

Stage 3: Opportunity to appeal

If you have been asked to leave you can appeal in writing to the Trust's Chair, who will, if he deems it necessary, form a Complaints Appeal Panel:

Name	Title	Address	Email
<i>Jonathan Sisson</i>	<i>Chairman Norfolk Archaeological Trust</i>	2 Orwell Road Norwich NR2 2ND	Jonathan.m.sisson@gmail.com

You will be given the option to be accompanied to the meeting by a person of your choice. The Chair will respond with the panel's decision within 21 days, and the decision will usually be final.

Exceptions

In some cases volunteers may be asked to stop volunteering immediately while the complaint is explored. For example, if a volunteer is accused of harassment, theft, or angry or violent behaviour.

The decision to ask a volunteer to stop volunteering will be confirmed in writing.

Further information

- All complaints will be treated confidentially, and will only be discussed amongst those who are directly involved in trying to resolve the issue.
- The Trust will keep records of what happens and who is involved so that procedures remain transparent to everyone involved.
- Meetings will take place in a confidential place.
- You will be kept informed at every step of the procedure.

If you have further questions about the problem solving procedure, please contact the Director of the Trust or Volunteer Co-ordinator:

Name	Title	Tel	Email
<i>Caroline Davison</i>	<i>Director</i>	<i>01603 462987</i>	<u>carolinedavison@norfarchtrust.org.uk</u>
<i>Natalie Butler</i>	<i>Volunteer Co-ordinator</i>	<i>07803 466415</i>	<u>nataliebutler@norfarchtrust.org.uk</u>

Date of change	Changed by	Comments
26.03.19	CD	Policy update to be approved by the Council April 9 2019
09/06/2019	CD	Policy approved by the Trustees Council 09/06/2019
07.05.20	NB	Contact details updated