

Volunteer Concerns

Information regarding the volunteer concerns procedure can be found in section 4.10 of the Volunteer Policy OP68.

Concern over Volunteer Conduct

Please refer to section 4.10.1 of the Volunteer Policy OP68.

If a supervisor of a volunteer has a concern over a volunteer's conduct within their service, they are encouraged to speak with the volunteer first to see if the issues can be resolved locally.

This should be for **minor incidents** where informal measures, such as a gentle reminder, constructive feedback and additional support and guidance could be given by the ward/department staff to avoid these actions being repeated.

In these circumstances, it is good practice to make the volunteer aware of how they could improve or inform them of anything you deem outside of their responsibilities.

If constructive feedback and guidance is given respectfully, the volunteers will really appreciate that, as they are there because they want to support you after all and they are keen to learn!

Continued Concerns:

If the volunteer continues to demonstrate concerning behaviour or is not adhering to the guidance and instructions of ward/department staff, and ward/department staff have already gave constructive feedback previously, then you should contact the Volunteer Services team.

The Volunteer Coordinator will seek support from the Deputy Head of Patient Experience Strategy and Engagement (Deputy HOPE), and will arrange an informal meeting with the volunteer to seek actions for support, guidance or further training where appropriate.

When informal measures are not sufficient, the Volunteer Coordinator, along with management, may raise a formal meeting with the volunteer where a possible warning is issued, and actions are planned to resolve the problem.

Serious Concerns:

In cases of serious misconduct (i.e. theft, bullying, violence, breaking confidentiality), the Volunteer Coordinator and Deputy HOPE retains the right to terminate the volunteer placement immediately and will inform the volunteer of such a decision.

For **initial raising of all concerns** the individual should contact the Volunteer Coordinator via ext; 85118 or Email: rwh-tr.volunteering@nhs.net

Volunteer Concern

Please refer to section 4.10.2 of the Volunteer Policy OP68.

Please note that there may be an unfortunate circumstance where a volunteer raises a concern or complaint about a member of staff and/or the department/ward where they are volunteering.

We encourage all our volunteers to speak to the Volunteer Coordinator if they have a concern about anything regarding their volunteer placement in the first instance.

However, if the volunteers have a concern about something on the ward/department they are on, they may wish to speak to the designated supervisor who will respectfully discuss the issues with them with the aim of achieving a local resolution or offer support and guidance.

If the volunteer feels like they cannot turn to the ward/department supervisor then we encourage volunteers to contact the Volunteer Coordinator within the Volunteer Services team at the first instance.

In the case of volunteer dissatisfaction with placement or working environment, actions may be put in place that include further training, or more intensive support and supervision, or trying out a different role or working environment.

If the complaint is more involved, or if the volunteer would prefer it to be dealt with through a more formal procedure, volunteers can go to more senior management or the Freedom to Speak Up service where a fair investigation will be actioned.

Volunteers are given a Volunteer Handbook upon their Induction as part of their welcome pack where procedures for raising concerns and complaints are highlighted.

Volunteers will also be aware of the Trust Local Policy on Anti-Fraud, Bribery, and Corruption Policy (GP02) available on the Trust intranet, which includes how to report concerns and suspicions of fraud.