

SKILLS & VOLUNTEERING CYMRU (SVC)



Settling Differences Policy

**August 2004
Reviewed October 2019**

	Settling Difference Policy
1.0	Purpose
1.1	<p>To clarify what standard of conduct Skills & Volunteering Cymru (SVC) expects from its volunteers, beneficiaries and staff.</p> <p>To clarify what standard of conduct and performance volunteers can expect from Skills & Volunteering Cymru (SVC).</p> <p>To help and encourage all those associated with SVC to achieve and maintain SVC's high standards of conduct.</p> <p>To help and encourage SVC to achieve and maintain high standards of conduct, and support, to all of our volunteers, beneficiaries and staff.</p> <p>To maintain good morale and operational efficiency within SVC.</p> <p>To ensure all individuals involved with SVC are treated consistently and fairly, in line with the protected characteristics of the Equality Act 2010.</p> <p>To explain what action may be taken by SVC in the event of any problems reported or an alleged breach of SVC's standards.</p>
1.2	<p>SVC aims to treat all of our volunteers, beneficiaries and staff fairly, objectively and consistently.</p> <p>SVC seeks to ensure that all of our volunteers, beneficiaries and staff views are heard, noted and acted upon promptly.</p> <p>SVC aims for positive and amicable solutions to any problems arising, based on the organisation's guidelines for settling differences.</p>
2.0	Principles
2.1	<p>The SVC Manager will be allocated responsibility for handling problems regarding complaints, or conduct. These should be referred directly to her (A.Earls@SVCymru.org 02921 676780).</p> <p>In the event that the problem is regarding the SVC Manager, the matter should be referred directly to the SVC Chairperson (chair@svccymru.org).</p> <p>In the event of a problem, all relevant facts will be obtained as quickly as possible, but not at the expense of conducting a fair and thorough procedure.</p> <p>Support will be provided by a designated SVC Trustee to the volunteer, beneficiary or staff member whilst SVC endeavours to resolve the problem in an informal manner. The individual will be kept informed throughout the procedure and will be notified as soon as possible of the outcome.</p>
3.0	The Procedure
3.1	Informal Procedure
	In the case of a minor problem, or minor breaches of standards, the matter will be dealt with informally by way of a private conversation

	between a supervisor (SVC Manager, SVC staff member or SVC Trustee) and the individual. It is hoped this will assist the volunteer, staff member or beneficiary in reaching the required standard. If an informal resolution proves impossible, or behaviour is repeatedly or seriously unacceptable, SVC will follow the Formal Procedure.
3.2	Formal Procedure Before taking any action, the supervisor (SVC Manager, SVC staff member or SVC Trustee) will first establish, without delay, all the relevant facts. Following this, the supervisor will interview the volunteer, staff member or beneficiary. The individual will be made aware, before the interview, that a complaint has been made, the nature of the complaint, and invited to attend the interview and if he/she wishes, to bring a person for support. The interview will allow the individual to explain his/her case. The supervisor will ensure any mitigating circumstances are taken into account when considering the course of action required.
4.0	Operation of Procedure
4.1	Where the problem requires a call for action (other than being asked to leave the organisation) the following procedure will be followed: <ul style="list-style-type: none"> • Initially a verbal warning; • If a problem continues, a written warning; • If a problem still continues to persist, then the individual will be requested to leave the organisation.
5.0	Appeals
5.1	All volunteers, beneficiaries and staff have the right to appeal against any complaint brought against them and upheld by SVC; and additionally any decision made by SVC. The appeal can be made directly to the SVC Manager and/ or SVC Board of Trustees. SVC staff members are also able to make an appeal to the Human Resources Department at Innovate Trust, as the employers of SVC staff.
6.0	Unacceptable Behaviour
6.1	In the following circumstances an individual may be asked to leave SVC: <ul style="list-style-type: none"> • Theft of property belonging to SVC, another volunteer, a beneficiary, a staff member or a member of the public. • Acts of violence towards another volunteer, a beneficiary, a staff member or a member of the public. • Malicious damage to property belonging to SVC, another volunteer, a beneficiary, a staff member or a member of the public. • Deliberate falsification of expense claims. • Deliberate falsification of income received by SVC. • Disclosure of confidential information relating to SVC or SVC's beneficiaries. • Convictions of a criminal offence that undermines a volunteer's suitability for work with SVC. • The provision of false personal information, or failure to disclose information relevant to his/her work as a volunteer.

	<ul style="list-style-type: none"> • Harassment. • Victimisation (several people may be involved in this decision including the SVC Manager, SVC Board of Trustees and Innovate Trust as the employers of SVC staff).
7.0	Code of Conduct
7.1	<p>Please note that SVC requests all volunteers abide by the SVC Conduct Agreement Form. Each volunteer is required to sign this form, which details the expectations of SVC volunteers. Additionally, SVC has a responsibility to ensure all volunteers receive high standards of support and volunteer management, as outlined in our Service Conduct Agreement Form.</p> <p>If you feel that SVC is in breach of their commitments to you as a volunteer, then in the first instance please report this to the SVC Manager and/or SVC Board of Trustees.</p>
	<p>Standard of conduct SVC expects from its volunteers:</p> <ul style="list-style-type: none"> • Be committed to your project by turning up to sessions, being punctual and ensuring to tell your Lead Volunteer / member of staff / external contact if you are unable to make a session. A lack of commitment can be harmful to both our beneficiaries and the project as a whole. • You are responsible for ensuring your attendance is being recorded e.g. making sure your log book is signed each session, or by signing the project register. • Treat everyone with fairness and respect. • Dress appropriately for your volunteering environment and also be aware of the language you use – remember that you are acting as a role model for SVC. • Do not share any personal contact information (including social media invites) with beneficiaries. • Do not arrange to meet beneficiaries outside of volunteering. • Attend all necessary training or meetings that are required for your project. • Respect the confidentiality of those you are supporting. On certain projects you may be privy to personal and confidential information about beneficiaries. You should not discuss details about participants with family, friends or others not involved in the project. If you have any concerns, or are worried about something, please talk to an SVC staff member. • Maintain a Duty of Care to the people you work with by disclosing to SVC staff any information a beneficiary tells you that suggests they are at risk of harm or abuse. Following Child Protection and POVA procedures at all times. • If you have any concerns, or issues, regarding your project, or simply don't think it is right for you, then please talk to your Lead Volunteer or SVC staff member.
	<p>Standards of conduct and performance volunteers can expect from SVC:</p> <ul style="list-style-type: none"> • Volunteers will be fully advised about their volunteering role, what is (and what is not) expected of them.

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| | <ul style="list-style-type: none">• Volunteers will have adequate support in their volunteering.• Volunteers will receive appreciation and recognition.• Volunteers will be insured appropriately, to ensure they are safe in their volunteering roles.• Volunteers will know their rights and responsibilities if something goes wrong.• Volunteers will receive relevant out-of-pocket expenses on presenting their receipts to the SVC office, this includes travel and project costs.• Volunteers will receive appropriate training.• Volunteers will be free from discrimination.• Volunteers will be offered the opportunity for personal development.• Volunteers will receive updates on Board meetings, Charity developments and upcoming events. |
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