



<b>POLICY / PROCEDURE INFORMATION</b> (Policy no VOL03)	
<b>Subject</b>	<b>Managing Concerns and Performance of Volunteers</b> <i>(This policy is subject to periodic review and will be amended according to service development needs)</i>
<b>Applicable to</b>	All volunteers of Nottinghamshire Hospice
<b>Date issued</b>	July 2021
<b>Next review date</b>	July 2024
<b>Lead responsible for Policy</b>	Jo Drake, Volunteer Services Manager
<b>Policy reviewed by</b>	Jo Drake, Volunteer Services Manager
<b>Notified to (when)</b>	Strategy and Corporate Governance Group July 21
<b>Authorised by (when)</b>	Strategy and Corporate Governance Group July 21
<b>CQC Standard if applicable</b>	
<b>Links to other Policies</b>	Volunteer Policy VOL01
<b>Summary</b>	The aim of this policy is to outline an equitable and fair approach to matters of concern about individual volunteers and to encourage improvement where a volunteer is not working within the good practice expectations of Nottinghamshire Hospice.
<b>This policy replaces</b>	

<b>VERSION CONTROL</b>		
<b>Status</b>	<b>Date</b>	<b>Reviewed date</b>
Original policy written by Liz Appleton, Executive Assistant and Stephen Goddard, Volunteer Officer	March 2014	March 2016
Policy reviewed by Stacey Shillingford, Volunteer Manager	March 2015	March 2017
Policy reviewed by Sarah Rice, Volunteer Development Manager	June 2018	June 2020
Formatted, updated control sheet and published on Policy Doc App	October 2018	
Policy reviewed by Jo Drake, Volunteer Services Manager. Update to website	July 2021	July 2024

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## Introduction

Nottinghamshire Hospice wishes to treat all volunteers in a fair and reasonable manner, whilst enabling managers to manage effectively. All matters of concern about volunteer conduct or performance should be handled as soon as practically possible and should be resolved as swiftly as possible in accordance with the procedure outlined below.

## Procedure and Compliance

**First Line Responsibility:** Line managers are responsible for ensuring matters of concern about individual volunteers are dealt with in accordance with this policy and procedure.

- 1.1 If a member of staff or Line Manager has a concern over a volunteer's performance or conduct he/she will first discuss this with the volunteer informally (except in the case of alleged gross misconduct - see 5 below). This may resolve the situation or may result in a need for further training, extra support and supervision or a change of working area for the volunteer. A note of this will be completed and kept on the volunteer's file. The volunteer may request a copy if they wish.
- 1.2 If the matter of concern is not resolved in this way, a further discussion will take place between the volunteer, his/her Line Manager and the Volunteer Services Manager. Following this, an agreement will be made between the volunteer and Line Manager regarding expected improvements in conduct or performance. The agreement will be recorded and a copy of this information will be given to the volunteer and a copy will be held on the volunteer's file. A review meeting with the Line Manager will follow at an agreed time to discuss any improvements that have taken place. If sufficient progress has been made no further action will be needed.
- 1.3 If there is insufficient improvement or progress a verbal warning will be given with the intention of encouraging the volunteer to improve their performance or conduct. The warning will be issued in writing. The warning will remain effective for six months. The volunteer will be informed that one more warning within this time period may lead to exclusion. A written record of this and a copy of the warning will be kept in the volunteer's personal file. A copy of the written record will be given to the volunteer.
- 1.4 In the event of another incident happening which requires action under this procedure when a verbal warning is already in effect, a decision as to whether to exclude a volunteer or issue a further warning will be taken by the Line Manager in consultation with the Volunteer Services Manager. The exclusion or warning will be confirmed in writing to the volunteer and a copy kept in the volunteer's personal file.
- 1.5 If a volunteer is alleged to have committed gross misconduct (for example theft, an act of violence, malicious damage, deliberate falsification of documents, harassment), Nottinghamshire Hospice reserves the right to suspend them from attending the premises immediately while the case is being investigated. All decisions to suspend a volunteer must be authorised by a member of the Senior Management Team. If an allegation of gross misconduct is upheld the volunteer will be excluded.

- 1.6 During any such meetings the volunteer is permitted to have a representative accompany them if they so wish to.
- 1.7 The volunteer may appeal to the Chief Executive against a written warning or exclusion within 7 days of receiving written confirmation. The Chief Executive will decide how the appeal is to be handled.