



## Volunteer Procedure for Communication and Resolving Problems

The Age UK Camden Group recognises the benefit of volunteering which brings a wide range of skills, experience and knowledge to the organisation. The Age UK Camden Group aims to make volunteering a positive experience. Good communication and following boundaries and guidelines are integral to making this work.

This document provides steps and guidance for:

- Volunteers on how and who to speak to if they have questions, challenges or difficulties with the role
- Staff who support volunteers on what to do if problems or issues arise with a volunteer within their role.

### Volunteers – What to do if you have a problem or issue

Volunteers can expect to be treated fairly and with respect by colleagues and clients as you carry out your tasks.

All services that involve volunteers have a named person – the Key Person - who is responsible for the day to day support of volunteers. This manager of the service is usually the Key Person for each service's volunteers. Volunteers should bring any questions that they have about their role to that person when possible.

For example:

- You're not clear what is expected of you
- You don't feel confident to carry out the task without more support
- You want to talk about the times or days you are volunteering
- Any concerns you have that relate to the person you are supporting
- Any concerns that relate to your ability to volunteer (changes in health, personal circumstances etc)

If they do not know who the Key Person is for their service, or do not have their contact details, they should contact [volunteering@ageukcamden.org.uk](mailto:volunteering@ageukcamden.org.uk) or the Head of HR & Central Services. Please also see Appendix 1 and Appendix 2 for relevant contact details.

Version:	Authors:	Date:	Changes:
Version 1	SMT	Sept 2016	New Document
Version 2	SMT	October 2017	None
Version 3	CBOD & GMC	April 2021	No changes
Version 4	AW, RD, AN	20.01.2026	Minor changes to the text and people responsible. Added contact details as well.

Volunteers are encouraged to maintain regular contact with their Key Person by phone, email, or in person, in accordance with the expectations of their specific volunteer role.

Volunteers are expected to read and familiarise themselves with the Emergency Guidelines for Befriending and Home Visiting Volunteers, including the contact details listed in Appendix 1. This forms part of the Volunteer Induction Procedure and is recorded on the Volunteer Induction Checklist.

**Here are options for Volunteers wishing to raise and discuss problems or challenges:**

Options 1

A volunteer may request a meeting with the Key Person who supports them to discuss any issue or concern. Depending on the nature of the issue, the volunteer or staff member may request that the Head of HR & Central Services and/or the relevant Service Manager also attend.

*(See Appendix 1 for contact details.)*

Option 2

If the concern relates to the Key Person who supports the volunteer, or if the volunteer does not feel comfortable raising the issue with them, the volunteer should contact [volunteering@ageukcamden.org.uk](mailto:volunteering@ageukcamden.org.uk), the Head of HR & Central Services, or the relevant Service Manager to request a meeting.

*(See Appendix 1 for contact details.)*

Option 3

If a volunteer believes that their concern has not been dealt with fairly or appropriately through the above routes, they may submit their concern in writing to the Senior Manager responsible for the relevant service or member of staff. The Senior Manager may invite the volunteer to a meeting to discuss the matter further.

*(See Appendix 1 for contact details.)*

Other Issues:

If a volunteer needs to speak to someone urgently and the member of staff who supports them is not available, they should ask to speak to:

- The Service Manager responsible for your service
- [Volunteering@ageukcamden.org.uk](mailto:Volunteering@ageukcamden.org.uk)
- The Head of HR & Central Services
- Any Senior Management Team member including the CEO

If volunteers are telephoning, they should use the main reception number on 020 7239 0400. If contacting by email, please refer to Appendix 1 for the relevant contact details.

## **What the Age UK Camden Group will do if it has any issues or concerns relating to a volunteer.**

Volunteers are expected to follow the guidelines, good practice and boundaries for volunteering with the Age UK Camden Group.

If a volunteer does not follow these guidelines, the staff member responsible for supporting them (the volunteer's Key Person) must speak to them at the earliest opportunity.

It is important to establish:

- What happened
- What the context was
- Were there any extenuating circumstances

Unless there is evidence of Gross Misconduct (see below for details) the Key Person will, where a volunteer has acted inappropriately:

- Explain why the action was not appropriate
- Remind and revisit necessary guidelines
- Check if the volunteer needs additional support
- Agree a plan to move forward and, if necessary, a review date.

The Key Person is responsible for ensuring that this is accurately recorded on the Volunteers CLOG system.

Any such data will be securely stored on CLOG in accordance with AUC Group's Data Retention Policy.

If a volunteer continues to breach boundaries and guidelines the following options are available to the member of staff:

### **Step 1**

Arrange a meeting with the volunteer. Talk through the issue and agree next steps. This may include a plan of action for the volunteer to follow and a review date. Any review date should be set no longer than 6 weeks from the first meeting.

During the review meeting the staff member will determine whether or not the matter is resolved.

If it is not resolved the member of staff moves to

### **Step 2**

A further meeting will be called to include the Head of HR & Central services and if appropriate the Service Manager, with a view to determining the reasons why the volunteer continues to breach boundaries. If it is determined that the volunteer is unwilling or unable to stay with the guidelines and boundaries, they will be asked to end their volunteering role.

### **Record Keeping**

Any notes or actions will be agreed by all people involved in the meeting and these records will be uploaded to the internal recording system (Charitylog).

Timeframes will be put in place where necessary.

Any information that may need to be shared will be done with the knowledge of everyone involved in the process.

Should other staff or volunteers need to be involved, it will be with the knowledge of everyone involved in the process.

### **Gross Misconduct**

Gross misconduct is defined as misconduct of such a serious nature as to warrant asking a volunteer to stop volunteering with immediate effect.

Examples are given of some of the occurrences that could be so regarded. This list of examples is not intended to be exhaustive and there may be matters of similar gravity that will constitute gross misconduct and, therefore, result in asking a volunteer to stop, pending investigation of the allegation. If the decision is to ask a volunteer to leave, the volunteer has the right to appeal to the decision.

Appeals should be submitted in writing to the Head of HR & Central Services, who will convene a panel hearing in accordance with the organisation's complaints procedure.

#### **Examples of gross misconduct: - This is not exhaustive**

- Serious or repeated personal harassment or discriminatory behaviour which contravenes the organisation's equal opportunities or protection from harassment and bullying policies or its aims and objectives;
- Any expression of ageism in contravention of the aims and objectives of the organisation
- Serious acts of insubordination and disloyalty, including the unauthorised release of confidential information;
- Unauthorised use or possession of property belonging either to the organisation, other employees, volunteers or service users;

- Corrupt practices such as the improper receipt or offer of money, goods or favours;
- Fraud, any attempt to defraud or misappropriate funds, including deliberate falsification of expenses claims;
- Physical assault, violence or malicious treatment of any other person connected with the organisation, or receiving services from it;
- Incapacity through alcohol or misuse of drugs;
- Intentionally causing damage to property belonging to either the organisation, other employees, volunteers or service users;
- Serious breach of trust and confidence;
- Any action which could seriously endanger the health and safety of a member of the organisation, other employees, volunteers, users of the organisation's premises or services;
- A criminal conviction that disqualifies the volunteer from carrying out the agreed role;
- Any action which brings the organisation into disrepute.

### **Gross Misconduct Actions**

The volunteer's Key Person will arrange a meeting with the volunteer to determine what happened and give the volunteer an opportunity to explain actions or what happened from their perspective.

If appropriate, the Head of HR & Central services and/or Service Manager may be asked to attend this meeting.

If the incident involves any of the above members of staff, the meeting will be chaired by another Service/ Senior Manager.

If it is necessary to get witness statements or interview other people, this will be done prior to this meeting.

The volunteer can request witness statements or other information to be included in the meeting.

The Age UK Camden Group will endeavour to deal with the matter as promptly as possible, though it may take time to gather evidence.

Once all the information has been looked at and a decision made, the volunteer will be informed in writing.

If a volunteer is not happy with the result, they can appeal the decision with the Board of Trustees. This should be done in writing to the Chair of the Board. The Chair or delegated member of the board will respond within 14 days, unless further investigation delays any response.

The Volunteer will be kept informed of any delays.

Volunteers can have another Age UK Camden Group volunteer, member of staff or friend attend these meetings with them for support.

## Appendix 1:

### Service Contact Details:

#### 1) Information & Advice service

General contact email address: [duty@ageukcamden.org.uk](mailto:duty@ageukcamden.org.uk)

Service Managers Name: Paul Webley

Service Managers Email address: [paul.webley@ageukcamden.org.uk](mailto:paul.webley@ageukcamden.org.uk)

Information and advice contact number: 020 7837 3777

#### 2) Care Navigation & Social Prescribing service

General contact email address: [Nclicb.care.navigation@nhs.net](mailto:Nclicb.care.navigation@nhs.net)

Service Manager's Name: Katalin Swann

Service Managers Email address: [katalin.swann@ageukcamden.org.uk](mailto:katalin.swann@ageukcamden.org.uk)

Care Navigation team contact number: 020 7239 0400 option 3

#### 3) Counselling Service

General contact email address: [counselling@ageukcamden.org.uk](mailto:counselling@ageukcamden.org.uk)

Service Manager's Name: Rela Iwano

Service Manager's Email address: [rela.iwano@ageukcamden.org.uk](mailto:rela.iwano@ageukcamden.org.uk)

Counselling service team contact number: 020 7239 0400 and choose option 4

#### 4) Dementia Service

General contact email address: [dementia.wellbeing@ageukcamden.org.uk](mailto:dementia.wellbeing@ageukcamden.org.uk)

Service Manager's Name: Tracey McDermott

Service Manager's Email address: [tracey.mcdermott@ageukcamden.org.uk](mailto:tracey.mcdermott@ageukcamden.org.uk)

Dementia services team contact number: 020 8103 3991

#### 5) Telefriends & Good Neighbours Scheme

General Contact email address: [telefriends@ageukcamden.org.uk](mailto:telefriends@ageukcamden.org.uk);

[gns@ageukcamden.org.uk](mailto:gns@ageukcamden.org.uk)

Service Manager's Name: Gabriel Mesquita

Service Manager's Email address: [gabriel@mesquita@ageukcamden.org.uk](mailto:gabriel@mesquita@ageukcamden.org.uk)

Telefriends & GNS service team contact number: 0207 443 9241

#### 6) Henderson Court Day centre

General Contact email address: [hcourt@ageukcamden.org.uk](mailto:hcourt@ageukcamden.org.uk)

Day Centre General Manager: Abul Choudhury

Day Centre General Manager's email address:

[abul.choudhury@ageukcamden.org.uk](mailto:abul.choudhury@ageukcamden.org.uk)

Service Manager's Name: Alexandra Pralea

Service Manager's Email address: [alexandra.pralea@ageukcamden.org.uk](mailto:alexandra.pralea@ageukcamden.org.uk)

Henderson Court team contact number: 0207 794 6588

#### 7) Great Croft Day Centre

General Contact email address: [greatcroft@ageukcamden.org.uk](mailto:greatcroft@ageukcamden.org.uk)

Day centre General Manager: Abul Choudhury

Day centre General Manager's email address:

abul.choudhury@ageukcamden.org.uk

Service Manager's Name: Jamie Aldridge

Service Manager's Email address: [Jamie.aldrige@ageukcamden.org.uk](mailto:Jamie.aldrige@ageukcamden.org.uk)

Great Croft team contact number: 0207 278 5090

## 8) Digital Support

General Contact email address: [digitalsupport@ageukcamden.org.uk](mailto:digitalsupport@ageukcamden.org.uk)

Service Manager's Name: Paul Webley

Service Manager's Email address: [paul.webley@ageukcamden.org.uk](mailto:paul.webley@ageukcamden.org.uk)

Digital support team contact number: 020 7239 0400

## Appendix 2

Volunteer Enquiries:

Email address: [volunteering@ageukcamden.org.uk](mailto:volunteering@ageukcamden.org.uk)

Contact number: 020 7239 0400 option 7

General Enquiries:

Email address: [info@ageukcamden.org.uk](mailto:info@ageukcamden.org.uk)

Contact number: 020 7239 0400

Senior Management Team:

Head of Operations - Monica Riveros

Contact email address: [monica.riveros@ageukcamden.org.uk](mailto:monica.riveros@ageukcamden.org.uk)

Contact number: 0207 2390 407

Head of HR & Central Services- Angela Ward

Contact email address: [angela.ward@ageukcamden.org.uk](mailto:angela.ward@ageukcamden.org.uk)

Contact number: 0207 2390 415

Chief Executive Officer- Ross Diamond

Contact email address: [ross.diamond@ageukcamden.org.uk](mailto:ross.diamond@ageukcamden.org.uk)

Contact number: 0207 2390 466