**Resolving Issues in Our Volunteer Programme: A Values-Led Approach**

At [Organisation Name], we believe in creating a positive and inclusive environment for everyone who chooses to give their time as a volunteer. While issues are rare, we recognise that misunderstandings, concerns, or problems can sometimes arise. This policy outlines how we aim to address such matters in a respectful and fair way, rooted in our organisational values of [insert values, e.g. respect, inclusion, collaboration, learning].

**1. We aim to prevent issues through clear communication and support**

We welcome open dialogue and encourage all volunteers and staff to speak up early if they have a concern or feel something isn’t working well. We’ll do our best to listen and support you, and we ask you to do the same in return.

**2. We take an informal, person-centred approach first**

If a concern arises – whether about conduct, reliability, or other matters – we’ll usually start with a private, supportive conversation to explore the issue. The aim is always to understand, not to blame. We’ll listen, be honest about any concerns, and try to agree a way forward together.

**3. We offer guidance and support to make changes**

Where appropriate, we may agree a simple plan that outlines what needs to change and how we’ll support you to do that. This might include mentoring, changes to your role, or a short break from volunteering. We’ll check in with you after a reasonable period to see how things are going.

**4. If the issue continues, we may end the volunteer placement**

Sometimes, despite support, it may not be possible to continue a volunteer placement. This could be due to ongoing concerns or behaviour that isn’t in line with our values. If this happens, we’ll explain our decision clearly, thank you for your contribution, and do our best to end the relationship on positive and respectful terms.

**5. Volunteers can raise concerns too**

If you’re a volunteer and have a concern about something or someone at [Organisation Name], we encourage you to raise it with your Leader of Volunteers or [named contact]. We’ll treat it seriously and handle it with care and confidentiality.

**This policy is about people, not procedures.**  
It’s not a legal document, but a statement of our intent to treat all volunteers with fairness, respect and compassion. We hope it helps everyone feel confident that if a problem arises, it will be handled in a way that reflects our values.