



Turtle Dove Cambridge Community Interest Company

Volunteer Problem Solving Procedure

Reviewed: September 2025

Review due: September 2026

Introduction

At TDC we want all volunteers to feel that they are an important and valued part of the team and we hope that you enjoy volunteering with us.

Below we set out the procedures that are to be followed in the event that something goes wrong in your time volunteering with us, although we very much hope that this will not be the case, it is important that we have a fair and transparent procedure to follow in the event that anything falls short of either parties expectations.

While we do not have legal duties towards volunteers, and do not wish to create a contractual relationship with them, we feel that it is important that problems or complaints are dealt with fairly, openly and consistently. To help with this we have put in place the following procedures.

If a volunteer has a complaint about the Organisation, a member of staff or another volunteer.

We hope that most problems can be solved informally. But if this is not the case the volunteer should raise the matter formally with the Managing Director.

If the issue is not resolved then it should be put in writing to the Managing Director who will take it to the Board of Directors. The matter will normally be dealt with within 14 days.

If there is a problem with a volunteer's behaviour.

Hopefully this can be resolved informally. Where informal measures are not enough the Managing Director will raise the issue in a formal meeting with the volunteer. The volunteer will be entitled to put their case forward. If it is felt necessary, steps will be agreed for improvement with a timescale for review.

If the issue is still not resolved a meeting involving the volunteer and the Managing Director another Director from the Board will be called upon. This may result in either the volunteer being asked to leave, or the volunteer agreeing that the behaviour will change, steps put in place for improvement and a timescale for review.

If a volunteer is believed to have behaved in a manner that has or could have seriously affected the organisation – for example theft, bullying, or violence – they will be immediately sent home and not required to volunteer while the matter is investigated by the Managing Director and another Director from the Board.

The volunteer will be able to put their case forward, and a decision will be made within 14 days. If the complaint against the volunteer is upheld they will be excluded from volunteering.

In all cases volunteers may wish to be accompanied at meetings on these issues by another volunteer or another member of staff.