



## All Saints Church, Ladbroke

### Formal problem solving procedure

#### 1. Introduction

We believe that clear, open and fair procedures for solving problems are necessary for the sake of volunteers and the organisation and are consistent with our Christian ethos.

It is hoped that by offering volunteers effective support and supervision, most issues and problems that arise can be resolved swiftly and fairly informally.

Should that not be possible, the following procedures can be used to ensure that matters are dealt with fairly and transparently.

#### 2. If a volunteer wishes to formally raise a problem

##### Stage 1 – Verbal stage

If a volunteer wishes to formally raise a problem about the project, the organisation or another volunteer, they should do so at the earliest opportunity.

The issue should be raised with the volunteer's supervisor (named on their Role Description or similar), unless the issue related to that person, in which case they should talk to the PCC's Health & Safety officer

##### Stage 2 – Written stage

If the issue cannot be resolved at the verbal stage, the volunteer can make a formal complaint in writing to a Church Warden.

If the matter has already been discussed with that person, then the complaint should be made to the other Church Warden.

##### Stage 3 - Appeal

If the volunteer is not satisfied with the outcome of the written complaint they should inform the PCC of All Saints Church, Ladbroke in writing within 5 working days of receiving a response to their written complaint.

The appeal should be made to the Vicar. The appeal will be reviewed by the Vicar (or a nominated deputy) and another suitable person. Following the appeal, the decision of the Vicar will be communicated in writing. **That decision is final.**

### **3. If there is a problem with a volunteer that has not been resolved informally**

The PCC of All Saints Church, Ladbroke aims to support our volunteers so that they are able to enjoy their volunteering and meet any standards required. It is hoped that if volunteers find they are struggling with their role, they will ask their supervisor for additional support or training.

The introductory period of volunteering is designed for a volunteer and the organisation to establish whether or not the role is suitable for the volunteer. If problems arise during that time and the organisation does not consider that additional support and training will overcome the issues then the volunteer role can be ended at any stage during that period. This should not be regarded as a failure for the volunteer. If possible another, more suitable, role could be explored.

If discussion has not resolved a problem, or if a complaint is made about a volunteer, any of the following measures may be used, depending on the severity of the problem. The PCC reserves the right to judge the severity of a problem.

#### **Stage 1 – Discussion**

The volunteer's supervisor or another suitable person will discuss the issue with the volunteer, try to identify its possible causes, and try to find a way to resolve the situation.

If necessary the organisation may be able to provide extra support or training, or to review the volunteer's current role.

#### **Stage 2 – Written stage**

If the issue hasn't been resolved through discussion, or if a serious problem has arisen, the volunteer will be contacted in writing, outlining the problem and any action that might be taken to resolve it, with deadlines as appropriate.

If at this stage, the PCC does not believe that it will be possible to find a solution, this will be made clear.

#### **Stage 3 – Ceasing volunteering**

The PCC reserves the right to require the volunteer to stop volunteering, if necessary with immediate effect. In this case, the volunteer will receive an explanation of why this decision has been reached. **The decision of the PCC is final.**