

## 8. Complaints and Appeals

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It is expected that concerns or difficulties can be resolved through the usual channels of communication. However, where this is not possible, there is a procedure available to enable the orderly resolution of joint problems and to secure a prompt and fair outcome.

Where possible, parties should come to mutually agreeable interim arrangements to allow work to progress whilst the issue is being resolved. No parties that are involved in the complaint may take part in the implementation of this procedure.

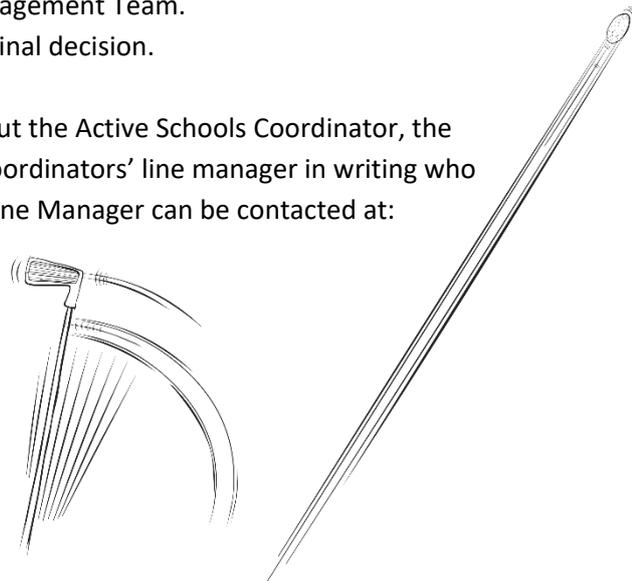
### 8.1 Complaints Procedure

As a volunteer, you may wish to raise a complaint or a matter of concern regarding Active Schools so the process below would follow. Progression to the next stage will only occur if the matter cannot easily be resolved.

- Stage 1 Informal discussion with Active Schools Co-ordinator & initial investigations made.
- Stage 2 Written complaint & formal meeting with Active Schools Coordinator.
- Stage 3 Meeting with a member of the Active Schools Management Team.
- Stage 4 Meeting with an empowered Sub-committee and final decision.

In such cases as the complaint or issue of concern being about the Active Schools Coordinator, the volunteer should raise the matter with the Active Schools Coordinators' line manager in writing who will then conduct an investigation into the complaint. The Line Manager can be contacted at:

**Fairfield House**  
**9 Lothian Rd**  
**Dalkeith**  
**EH22 3AA**  
**☎ 0131 561 6521**



### 8.2 Disciplinary Procedure

When the Active Schools Coordinator believes there is reason for concern regarding conduct of a volunteer, a disciplinary process will take effect:

1. Discussion with Active Schools Coordinator
2. Verbal warning
3. Written warning
4. Formal meeting & investigation
5. Suspension or termination of voluntary opportunity.

In cases of severe misconduct, the Active Schools Coordinator may dispense with stages 1-3 and after a meeting as described in stage 4, move directly to stage 5.

Repeat offences will also be dealt with seriously and may result in suspension or termination of the voluntary role as described above.

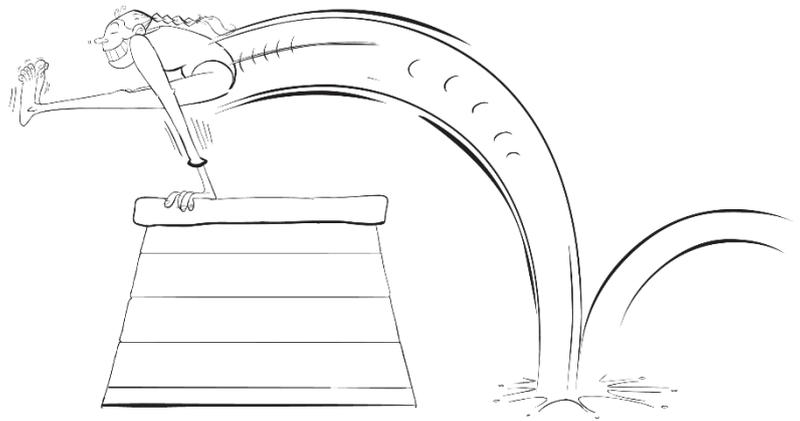
If a volunteer is asked to leave the project permanently, the volunteer has the right to appeal and may do so in writing to the Active Schools Line Manager.

## 9. Health & Safety

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### Arrangements

- All accidents, dangerous occurrences and near misses are immediately recorded and reported to the Active Schools Coordinator.
- All volunteers should be familiar with all emergency procedures and any hazardous situations that may be applicable to the area in which they are working.
- Where a volunteer identifies any condition that, in his or her opinion is hazardous, then that situation is to be reported immediately to the Active Schools Coordinator.
- Any volunteer with a health & safety concern must initially inform the Active Schools Coordinator who will then take the necessary steps to investigate.



## 10. Confidentiality

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It is necessary to collect and keep a certain amount of information about staff, volunteers and service users. We collect this information on a 'need to know' basis and we will safeguard and ensure appropriate access to any information pertaining to our volunteers.

Likewise volunteers are expected to regard all information they have access to or are given as a result of their volunteering duties as confidential unless advised otherwise.

## 11. Equal Opportunities

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Midlothian Council is committed to equal opportunities in recruitment and service delivery. The aim of the Equal Opportunities Policy is to ensure that no job applicant, volunteer applicant, employee, volunteer or service user receives less favourable treatment than any other on the basis of ethnicity, colour, national origin, nationality, gender, marital status, disability, sexuality, age, social class or religious belief.

### Volunteering Policy

Midlothian Council recognises the unique and valuable contribution that volunteers bring to all aspects of community life. Paid staff are expected to adhere to the principles of the Council's Policy on Volunteering when recruiting volunteers.

## 12. Insurance

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All volunteers are covered by the Council's Employer and Public Liability Insurance Policy whilst undertaking voluntary activities with Active Schools.

It is expected that volunteers leading activities will conduct themselves in line with the training they have received.

## 13. Personal Belongings

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Each volunteer is responsible for his or her own belongings whilst working with the programme. Any personal items which volunteers take along to an activity are taken at their own risk. **The project holds no responsibility towards the loss, theft or damage of personal belongings.**

### 13.2 Motor Insurance

Transporting persons to or from a programme activity should be avoided however volunteers doing so must be responsible for their own motor insurance (this includes participants, children and other volunteers / others working with the programme), and they must inform their own insurance company that they are using their own vehicle in the course of volunteering. The insurance company can then make any amendments to the insurance policy that is required (e.g. by adding 'business class' to their insurance cover).

## 14. Contact with the Media

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Media contact should only take place where there has been an agreement on the content with the Active Schools Coordinator. Active Schools discourages individuals from expressing views that do not concur with the overall aim of the project. Contact with press or media and any approaches or enquiries should be directed to the Active Schools Coordinator who will direct enquiries to the appropriate source. A copy of the Active Schools communication guidelines can be obtained from the Active Schools Coordinator.

## 15. Expenses

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Active Schools will reimburse 'out of pocket' expenses which are deemed reasonable by the Active Schools Coordinator. The volunteer should contact the Active Schools Coordinator prior to incurring expenses as unauthorised expenses will not be reimbursed.

Receipts should be kept and submitted to the Active Schools Coordinator using the expense claim form.

## 16. Travel

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Volunteers can claim their travelling expenses to and from all programmed activities. Journeys should be made by the cheapest possible method. The Active Schools Coordinator should certify journeys that are made via any means of transport other than walking, bicycle, bus or car in advance.

Petrol allowance is calculated at 40 pence per mile and should not exceed 20 miles per return journey without being confirmed by the Active Schools Coordinator.

Each volunteer is expected to maintain a record of his/her journeys and retain a receipt/ticket if travelling via public transport. The volunteers must keep a record of all journeys and expenses that can be claimed at the end of each month.

### 16.2 Remuneration

At no time will volunteers be given payment for work undertaken with Active Schools. Should any volunteers wish to take up paid employment with any other network organisations with whom the programme works, this should not have any influence upon any work that they wish to continue to do as a volunteer.

# 17. Holidays, Absence, 'Time out' & Termination of Volunteer Role

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## 17.1 Holidays

It is very likely that volunteers will want to take holidays throughout the year. To ensure that there is minimal disruption to the programme, the Active Schools Coordinator should be informed of the proposed holiday dates as soon as possible.

## 17.2 Absence

Volunteers who are unable to fulfil their volunteering commitments due to sickness or injury should inform the Active Schools Coordinator as soon as possible so that appropriate arrangements can be made.

## 17.3 'Time out'

Volunteers are supported if they are required to take time out of their voluntary duties due to personal reasons or a change in circumstances. The Active Schools Coordinator however should be informed of this 'time out' period and given as much notice as possible. The volunteers can, if they wish, spend this time as a 'sleeper volunteer' and will continue to be sent relevant Active Schools information.

When a 'sleeper volunteer' wishes to become more actively involved again, they should meet the Active Schools Coordinator, given an update of the programme's developments and also, where appropriate, given the opportunity to participate in refresher training sessions. If the volunteer remains a 'sleeper volunteer' for longer than a six month period, a meeting should be held between the Active Schools Coordinator and the volunteer to establish if the volunteering opportunity should remain.

## 17.4 Termination of Voluntary Role by Volunteer

Any volunteer is free to terminate their volunteering agreement and end their role as a volunteer when they wish. However the volunteer should provide the Active Schools Coordinator with as much notice as possible and ideally, notice should be put in writing.

Active Schools are always keen to improve and you will be invited to complete an exit questionnaire and attend a final meeting to give feedback on the volunteering experience with the Active Schools programme.

Records of involvement will be supplied on request and the Active Schools Coordinator will be willing to provide references for future positions.

