



## Sunningdale Village Hall

Reg. Charity No. 299966

### **Sunningdale Village Hall Volunteers Policy**

This policy applies to the Trustees, staff and volunteers. It is to guide the recruitment, retention and management of volunteers.

#### **Recruitment**

Volunteer positions will be advertised locally if necessary.

Volunteers may be required to make a formal application and attend an interview.

Two references will be required for volunteer roles within the Operations Team.

They will be matched to a role that meets their expectations and skills, with the time they are prepared to commit to the role.

All volunteers will be DBS checked if the role requires it.

#### **Induction and Training**

This will be delivered by a member of the Operations Team.

A list of all volunteers, Trustees and staff will be available.

Copies of all Village Hall policies will be made available.

A walk through of the Village Hall and its facilities will be provided.

Essential procedures – key codes, rota, timetable of hirers etc if required.

A trial period to be agreed.

#### **Expenses**

SVH is a charity and therefore funding is limited. Accordingly we are not in a position to pay volunteers for their expenses to travel to and from SVH and its offices. Any other expenses are to be agreed beforehand with the Trustees/Chair of Operations.

#### **Insurance**

SVH as a Employers Liability and Personal Accident valid insurance policy which is available for all volunteers to read.

#### **Confidentiality**

All volunteers are obliged to observe confidentiality where required.

#### **Volunteer Records**

Information held will be limited to contact details and who to contact in an emergency.

This information will not be shared outside of SVH management.

## **Resolving Problems**

If the actions of the volunteer does not meet with Sunningdale Village Hall standards:

- Initially a meeting will be arranged with the Chair of Operations who will explain the concerns.
- If this does not resolve the concerns then a meeting with the Trustees will be arranged.
- If this should not be successful then the Trustees reserve the right to end the agreement with the volunteer.
- At all times you will be able to freely state your case and can have a friend to accompany you to any meetings.

If you are dissatisfied with any aspect of your work you should:

- Initially explain your dissatisfaction to the Chair of Operations.
- If this does not resolve the issue then you may request a meeting with the Trustees.
- If after this we are unable to resolve your grievance, then the Trustees reserve the right to end the agreement with the volunteer.
- At all times you will be able to freely state your case and can have a friend to accompany you to any meetings.

## **Sunningdale Village Hall**

The Pavillion, Broomhall Lane, Sunningdale, Berkshire, SL5 0QS

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