**Support and Supervision**

The Development Officer will arrange regular one-to-one meetings with individual volunteers to offer support, to review progress, and to address any issues or concerns. This is also an opportunity to identify and agree opportunities for development, to share news and hear your ideas about how we can further the work of Braveheart.

***Have you been given a date/time for a support meeting?***

Volunteers Health Mentors and Volunteer Walk Leaders are encouraged to also attend and take an active part in the regular support meetings which are led by the Development Officers

***Do you have the details of the volunteer team meetings that you will be invited to attend?***

Whilst it is anticipated that the needs of individual volunteers will be met through the support and supervision provided by their named Development Officer, there are some situations which may arise where additional guidance is required.

**If a Volunteer has a problem**

The Braveheart Association aims to address any complaint or concern that a Volunteer has at the earliest stage. If a Volunteer has concerns or wishes to complain about their treatment by paid staff, service users, trustees or other Volunteers the following process should be followed:

Firstly the Volunteer should request a meeting with their “named person”, that is their principal point of contact. This is normally a Development Officer. At this meeting, they should detail the nature of their concern or complaint and the outcome they desire will be recorded. The complaint may be resolved at this stage. If not, then the matter will be referred to the Braveheart Manager, and if necessary, to the Board of Trustees with the permission of the Volunteer.

If the concern or complaint is in regard to their “named person” they should of course proceed directly to the Braveheart Manager.

**Please note** that the same process should be followed if **a Volunteer feels unable or is unwilling to carry out a task** as requested by the Braveheart Association. It may be that further training can be offered to enable a Volunteer to carry out a task or role that is new to them, but no Volunteer will be expected to do something which they feel unable or unwilling to undertake.

Remember that general issues and concerns across the team can be raised at the regular Volunteer team meetings. The process is highly confidential. Problems and concerns raised will be respected, however in some instances particular information may need to be shared with the Manager and/or the Board of Trustees

**If a Volunteer behaves inappropriately**

It is expected that volunteers will carry out their responsibilities as described in their Volunteer Agreement.

The Braveheart Association reserves the right to ask a Volunteer to change their role or to leave the organisation if, in its opinion, the Volunteer concerned has been negligent of his/her duties, has behaved unacceptably or proves to be negligent in the role.

What would constitute unacceptable behaviour?

* Breach of confidentiality e.g. disclosing personal information acquired in the course of volunteering activity (except when there is a compulsion in either law, public interest or professional regulation to disclose such information
* Acting in a discriminatory manner contrary to the spirit and the objectives of the Associations Equal Opportunities Policy
* Failure to undertake required training
* Making a fraudulent expenses claim
* Misrepresenting the organisation to others

These are just examples and it should be stressed that the Braveheart Association does not anticipate that any volunteers that it recruits, will breach their position of trust following their agreement to volunteer.