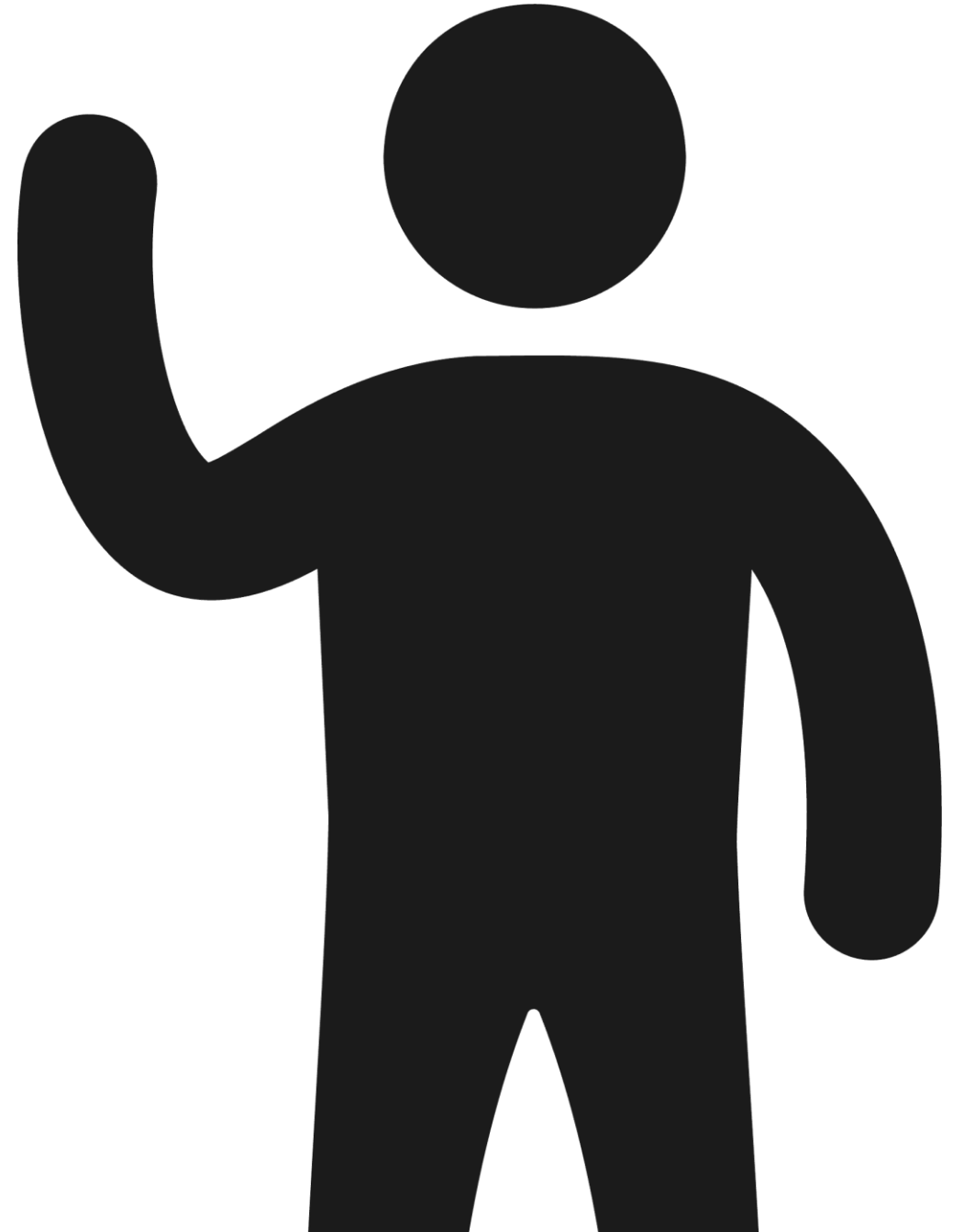




**PROSTATE
CANCER UK**

VOLUNTEER PROBLEM SOLVING PROCESS

September 2024





INTRODUCTION

We all want to work together to create an inclusive, healthy and rewarding environment for everyone who is part of Prostate Cancer UK. We do our best to ensure that volunteering is a positive experience, but occasionally there may be a problem.

- If you have any problems during your time volunteering with us, please talk to your named contact or the Volunteer Experience Team.
- We want to make sure that any concerns that you raise are dealt with fairly, transparently and quickly.
- Prostate Cancer UK will keep any private or sensitive information you share confidential unless someone's safety is at risk or there is a possibility that a criminal offence has been committed.
- All concerns regarding safeguarding, health & safety or data protection will be reported directly to Prostate Cancer UK's Safeguarding lead, Health & Safety Lead or Data Protection Officer.
- We can't consider anonymous complaints. If you feel unable to report a serious concern such as a criminal offence through the normal reporting routes, please follow Prostate Cancer UK's [Whistleblowing Policy](#).
- Please bear in mind, if you tell us about a problem about another volunteer or member of staff we may not always be able to keep you updated of the outcome. But you can trust us to always look into it.



WHAT IS A PROBLEM?

A problem could be a situation where you are not happy about the way you have been treated by another Prostate Cancer UK volunteer, supporter or member of the staff team.

It might also be a difficulty that you have in carrying out your role.

Are you unhappy with something at Prostate Cancer UK that is not directly related to your volunteer role?

If you are unhappy about the standard of a service, action or lack of action by Prostate Cancer UK and it is not directly related to your volunteering you should let us know by completing our [feedback form](#) .



Has something gone wrong in your volunteering?

This Problem Solving Process is here for when a volunteer is unhappy with their experience of volunteering at Prostate Cancer UK or with their volunteer role.

It can also be used when a volunteer manager is concerned about something a volunteer has done or not done.

For example, if you don't feel you have been offered enough support or someone has raised concerns that you are not demonstrating our values or following our policies.

If you have another role at Prostate Cancer UK, as a staff member, trustee, a public contributor, or as part of an advisory group, we will make sure we use the most appropriate process or procedure to deal with any concerns you raise, or that are raised about you.



Let's talk about it



Often problems can be resolved simply by talking.

Unless the problem involves them directly, your named contact or the Volunteer Experience Team should be able to support you.

They can help talk things through, help you feel confident to have a conversation with other people involved.

If a concern has been raised which affects your own volunteering role, we will always listen to your view to understand what has caused the problem.

We will try to offer any additional support like training or arrange a conversation with the other party to help you talk things through.

We will arrange an initial meeting as soon as possible after the problem has been raised.



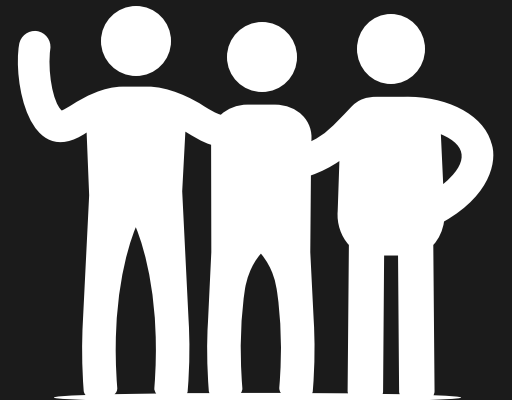
Formal process

If we can't clear things up informally, or the problem is more serious, we will follow a more formal process to find out more.

We will ask you to put your problem in writing to us. We will confirm we have received this and provide an initial response within 3 working days.

If we need more time to look into it we will aim to provide a full response within 14 days.

If we can't we will let you know and provide regular updates.





STAGE 2 – FORMAL PROCESS

The Volunteer Experience Manager will decide when we use this formal process, in discussion with the Leadership Team.

Some examples of serious problems could be situations where:

- A risk of harm to the health and safety and / or wellbeing of you or another person
- Concerns about behaviour relating to equity, diversity and inclusion
- Allegation of fraud or financial mismanagement
- Allegation of a criminal offence
- A serious risk to Prostate Cancer UK's reputation
- A serious breach of Prostate Cancer UK's policies.

There may be situations where the problem is so serious that we ask a volunteer to stop volunteering while we investigate. This is simply to protect the volunteer while any investigation is taking place. Any decision to temporarily suspend a volunteering relationship will be confirmed in writing.

If you have been told that a problem involving you is being dealt with formally, you will be contacted in writing about the problem so you can prepare your response.

- You will be invited to a meeting, online or in person, so you can respond, and we can hear your perspective.
- This meeting should take place as soon as possible.
- You can choose to invite a family member, friend, or another volunteer to support you at the meeting.
- We will confirm any decisions from the meeting in writing as soon as we can.
- This could include recommendations to support you in your role, as well as key actions that you need to take.

In serious cases, or if it is not possible to resolve the situation following this process, we may ask a volunteer to leave their volunteering role. The decision to end the volunteering relationship with a volunteer will always be given in writing.



If the issue is not resolved

If you are not satisfied with Stage 1 and 2 you can ask to look at a decision again.

Sometimes after Stage 1 and 2 we may not have been able to sort things out.

In these cases, the Director of People and Culture and another member of the Leadership Team will review the matter. Their decision will be final.

You can expect a final response from us within 14 working days of asking us to look at our decision again.

