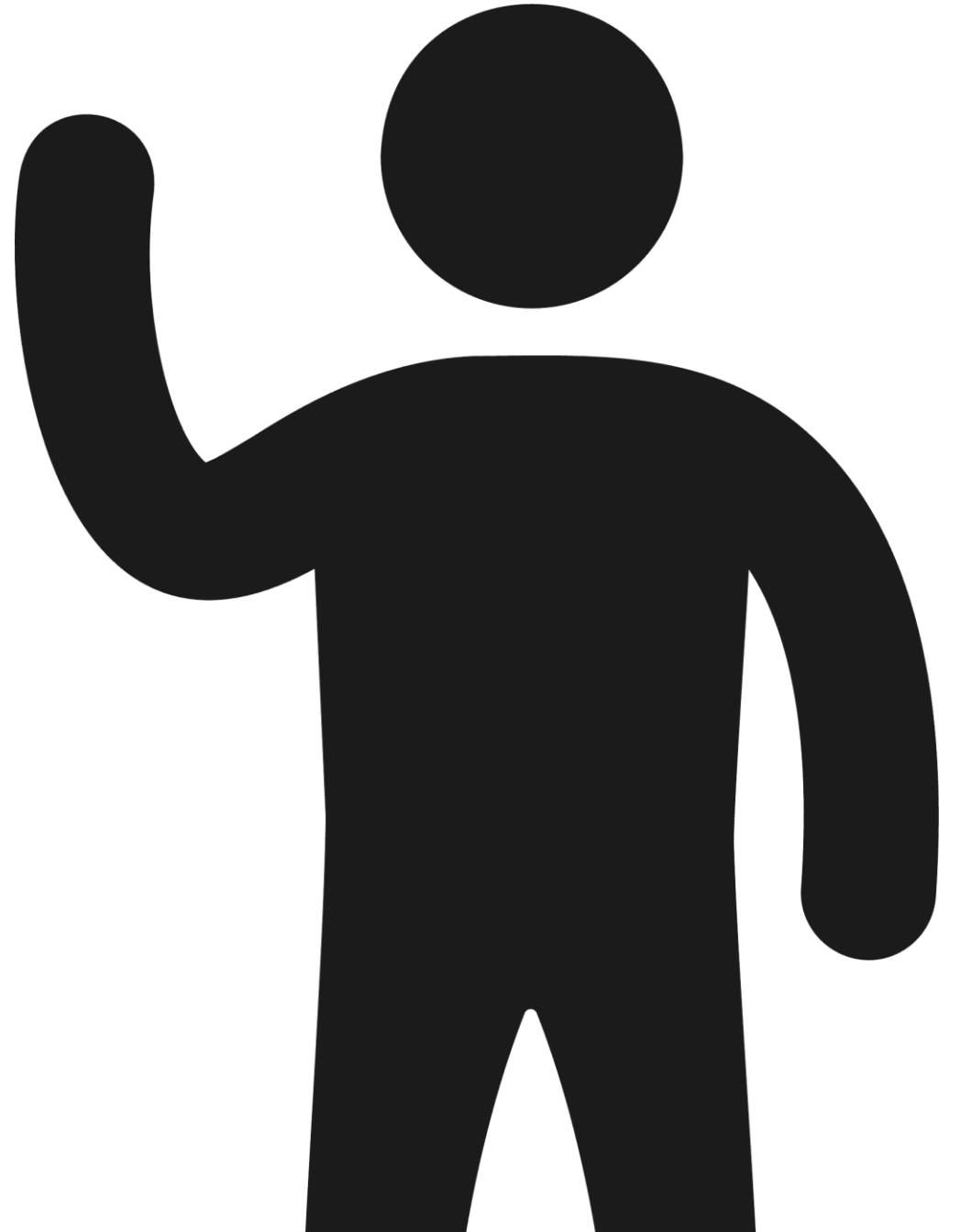


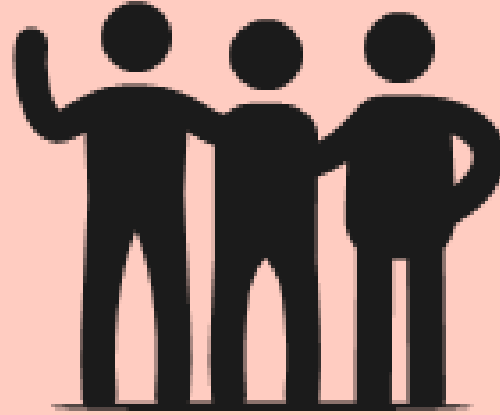


**PROSTATE
CANCER UK**

VOLUNTEER PROBLEM SOLVING PROCESS

September 2024





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 start by talking to your named contact or the Volunteer Experience Team.

This helps us make sure that any concerns are dealt with fairly, transparently and quickly.



WHAT DO WE MEAN BY A PROBLEM?

This process aims to support you when there is a problem connected to your volunteer role or volunteering activities.

Maybe you have a concern 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 which is not directly related to your volunteering you should let us know by completing our [feedback form](#).



WHEN TO USE THIS PROCESS?

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, 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 concerning your volunteering role, we will always listen to your view to understand what has caused the problem.

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





PLEASE NOTE

If you raise a concern or issue for us to look into, please be aware of the following points:

- Prostate Cancer UK will keep any private or sensitive information 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 disclose a serious concern through our normal reporting routes, please refer Prostate Cancer UK's [Whistleblowing Policy](#).
- If you tell us about a problem involving 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 happens next?

In most cases the issue is resolved by talking things through. We may confirm in writing any agreed actions or additional support that was agreed during the conversation.

If we can't clear things up informally, or the problem is more serious, we will follow a more structured approach.

- We will ask you, or the person raising the issue, to put the concern in writing to us.
- We will confirm we have received this within 3 working days.
- We will aim to look into the issue and provide a full response within 14 days.
- If we can't we will let you know and provide regular updates.



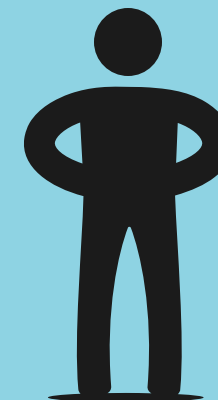


WHAT DOES THIS MEAN?

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

This could be where there is:

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



Occasionally, we may ask a volunteer to stop volunteering while we investigate.

This is simply to protect the volunteer while we find out more.

Any decision to temporarily suspend the volunteering relationship will be confirmed in writing.



WHAT WILL HAPPEN NEXT?

Where an issue is being dealt with under this approach, we will contact the volunteer involved in writing as soon as we can.

- They will be invited to a meeting to share their perspective. The meeting may be in person or online.
- They can bring someone with them to the meeting for support
- Any decisions from that meeting will be confirmed in writing
- This might be recommendations for extra support in their role, or key actions to be taken.

Where it is not possible to resolve the situation, we may ask a volunteer to leave their volunteering role with Prostate Cancer UK.

A decision to end a volunteering relationship will always be given in writing.



WHAT IF MY ISSUE ISN'T RESOLVED?

Sometimes we may not be able to sort problems out in a way that everyone is happy with.



If you want us to look at a decision again, let us know in writing.

The Director of People and Culture, and another member of the Leadership Team will review the matter and the process that was followed.

We will give you our final response in writing, within 14 working days of asking to look at a decision again.