



Building Bridges Key Volunteers



Problem Resolution Policy

We at the Angling Trust Fisheries Enforcement Support Service, which includes the Building Bridges Project, strive to ensure that our volunteers feel valued and enjoy volunteering with us. Nonetheless, although rare, occasionally problems can arise, so we have initiated this policy to provide our volunteers reassurance that an open and fair process exists to ensure the positive and swift resolution of any issues. We fully acknowledge that any grievance can be distressing, and we will take all volunteers' concerns seriously. It is our aim to resolve any problems either informally or formally as appropriate, as outlined below, and as quickly as possible. In all cases a thorough and impartial investigation will be undertaken.

Issues raised by a volunteer will be addressed by: -

Informal Resolution

In the first instance, the volunteer should bring any problems to the attention of the Building Bridges Project Manager, who will listen and take whatever steps are necessary to resolve the matter informally. This could, for example, involve advising another party of the problem and agreeing a solution or modified behaviour, or, perhaps, bringing two parties together in an informal atmosphere to discuss the issue and identify a means of moving forward.

If inappropriate for the matter to be referred by the volunteer to the Project Manager, this should instead be reported to the National Volunteers Manager, or, failing that, for whatever reason, the National Enforcement Manager.

Similarly, if the organisation has minor issues with a volunteer's behaviour, then the Project Manager (or other manager as appropriate) will first bring the matter to the volunteer's attention and offer suitable words of advice.

Formal Resolution

If the volunteer is dissatisfied with the outcome of Informal Resolution by the Project Manager, or the matter is so serious that Informal Resolution is not an option, a complaint should be made in writing to the National Volunteers Manager or National Enforcement Manager as desired. Full details of the grievance must be provided by the complainant, and this will be acknowledged in writing by the organisation.

The organisation will provide, timely, any relevant information requested, if legally able to do so. Likewise, the organisation will request further information, if necessary, from the complainant, and make enquiries with any witnesses or other parties involved.

A meeting will then be arranged to discuss the matter further. The volunteer has a right to be accompanied at such a meeting by a 'Friend', and the organisation undertakes to provide feedback and an outcome within ten working days.

The full circumstances will then be considered by the Project, National Volunteers and National Enforcement Managers, who will provide feedback and communicate the decided outcome in writing to all parties.

Appeal

Should the volunteer remain dissatisfied with the outcome, the matter will be considered by the National Enforcement and Volunteers Manager with the Head of Freshwater as an Appeal Panel - the decision of which is final.

In the event of the organisation having an issue with a Building Bridges Key Volunteer's behaviour, the following process will apply: -

Informal Resolution

If the issue is of a minor nature, suitable words of advice could be given by the Project Manager.

Formal Resolution

If the matter is more serious, this could result in statements being taken from witnesses and the volunteer concerned invited to provide his or her account to a panel comprising the National Enforcement, National Volunteers and Project Managers.

The volunteer concerned may be asked not to undertake any voluntary activities for the organisation until the investigation is completed.

Action taken could result in formal written words of advice and noting on the volunteer's personal file, or, if sufficiently serious, the volunteering opportunity being withdrawn.

The decided outcome will be communicated to all parties in writing.

Appeal

Should the volunteer remain dissatisfied with the outcome, the matter will be considered by the National Enforcement and Volunteers Managers with the Head of Freshwater, as an Appeal Panel - the decision of which is final.

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