Raising Concerns Policy
Raising Concerns Policy for Volunteers

Alzheimer’s Research UK values and respects its volunteers. The role of volunteers is invaluable and volunteering with the charity aims to be a positive experience. This policy and procedure establish the charity’s conduct and commitment to resolving concerns, complaints or problems raised by volunteers. If a volunteer is unsure whether to raise a concern, they can informally discuss this with their named contact or the Volunteer Management team.

To safeguard the charity, any fraud, misconduct or wrongdoing should be reported. As such, the charity encourages volunteers to raise any concerns that they may have about the conduct of others in the charity or the way in which the charity is run. All volunteers will be treated fairly and consistently. Any concern raised under this policy will be taken seriously and will follow the process outlined within this policy.

This policy applies to all volunteers of Alzheimer’s Research UK.

Stage 1

Informal discussion: In the first instance, it is advisable to discuss any concern with a named contact. Ideally this will be done in person and the discussion should be open, honest and objective. We will endeavour to resolve concerns at this stage of the process. It may be appropriate to have more than one meeting if initial solutions are unsuccessful, or if alternatives are identified.

If it is not appropriate to discuss the concern with a named contact, or if the concern is urgent, please contact a member of the Volunteer Management team, who may in turn liaise with the charity’s HR department.

Stage 2

Formal written complaint: If the concern cannot be resolved informally, the volunteer should write to their staff contact. The named contact, along with the Volunteer Management team will arrange for an investigation to take place, which may include a member of the management team and HR department. The investigation may require the volunteer and other individuals to attend a meeting any notes or additional evidence from such a meeting may be considered in reaching a conclusion to the concern.

Upon conclusion of the investigation, the investigating manager will inform an Executive Director who will decide if any necessary action is to be taken*. On conclusion, the volunteer will be informed of the outcome of the investigation and any action that will be taken. If no action is taken, any reasoning will be explained.

*If the investigation involves an employee and disciplinary action is required, the investigating manager will liaise with the HR department and the charity Disciplinary Policy will be followed.

Stage 3

If on conclusion of Stage 1 and 2, the volunteer believes that appropriate action has not been taken they should follow the government guidance ‘Report serious wrongdoing at a charity’. Volunteers can report things that have happened, are happening or are likely to happen. The Charity Commission advise that issues should only be reported if they could seriously harm the people a charity helps; the charity’s staff or volunteers; services the charity provides; the charity’s assets or the charity’s reputation.

Further Information

For further information regarding this policy please speak with a named contact or a member of the Volunteer Management team on 0300 111 5 555 or volunteer@alzheimersresearchuk.org