

## Issue resolution for volunteers - summary

Though we might wish it otherwise, tensions and conflict are a natural part of our personal and professional lives. While they may be unpleasant and unavoidable, handling them properly is a way to learn and grow, both professionally and personally.

At CFA our aim is to help volunteers deal with problems that arise in the course of their work in a way that respects all parties and helps them develop appropriate behaviour, understanding and attitudes, to the benefit of everyone involved. We will act promptly and fairly to determine and do everything necessary to ensure that the standards required of CFA UK volunteers are maintained so that CFA UK remains an enjoyable, rewarding environment for our volunteers.

### Working together to resolve problems

If you feel that another CFA volunteer is not acting appropriately, the best and most empowering approach can often be to raise it with the person or people involved at an early stage. You might wish to talk with another volunteer or colleague to find a way forward or seek our help. If you are familiar with a member of the CFA staffed office you are welcome to talk with them, or if you prefer, with the Volunteer Development Manager.

They will help you assess the situation and options. If a direct conversation doesn't seem like the best approach, the staffed office member can bring in other members of staff and more senior volunteers to move things forward. If the circumstances require a more formal approach, details of our policies and procedures will be shared with everyone involved and we will work together to follow them in a fair, prompt and effective way.

The seriousness with which we regard appropriate behaviour is reflected in the fact that if, having worked together through the process to resolve the problem, you are still not satisfied, you have the right to appeal to the CEO or Board of CFA UK for their review of the situation

There are clearly many reasons why a volunteer might be unhappy in their role or with the behaviour of another volunteer. It would be difficult and probably unhelpful to set out a detailed code that covers every situation. Therefore, we use a clear process which (together with Volunteer Issue Resolution Policy) guides the professional judgement of senior CFA volunteers and staff in responding to and appropriately resolving the particular situation.

### Our process has three main threads

a ) **Reconciliation:** we work with both parties to achieve understanding and develop skills that will remove and prevent the problem recurring.

b) **Mediation:** where reconciliation has not or is unlikely to be appropriate or successful, we gather information from the parties involved and act to facilitate a solution that works for all.

c) **Investigation:** Where a or b are not applicable, or have been exhausted, we investigate and act carefully and fairly to resolve problems and prevent recurrence.

In working to resolve problems we aim to act in such a way that the dignity and confidentiality of all parties are respected.

**What do to if you have a concern**

If you feel comfortable to do so, talk to the volunteer involved and find a resolution between you. The Volunteer Development Manager, senior volunteers and CFA UK staff would be happy to talk through how to approach the conversation.

If this is not an option, or you feel the nature of the concern is serious, please email Ashley Ramsay, Director of Member Services [aramsay@cfauk.org](mailto:aramsay@cfauk.org) in writing with your concern.

CFA UK will follow the guidelines set out in the Volunteer Issue Resolution Policy.

If you wish to view the Volunteer Issue Resolution Policy, please contact the Volunteer Development Manager for a copy.