

Your Organisation and Policies

Policies help to make sure that everyone is treated consistently. They are a reference point for both staff and volunteers. Don't think of them as legal documents covering every eventuality but as guidelines, setting out the values underlying your use of volunteers.

Make policies work for you

Volunteer groups and organisations of any size can benefit from writing down their policies and procedures. Such documents do not need to be long or cover every aspect of what you do. Think about key issues:

- your overall approach to the issue
- who the issue affects
- who is responsible for dealing with it
- what processes should be followed

Write it down in simple language; make sure everyone involved understands the policies you have in place.

Beware of leaving policies and procedures to languish in your files – if they are not being used, they are probably not useful.

Conduct regular reviews with input from the people they most affect to ensure your policies and procedures hit the mark.

You should also make policies and procedures generally available to stakeholders – volunteers, staff and even clients where appropriate. By highlighting your policies you not only remind stakeholders of their contents but reassure people that the organisation has thought through its response to issues that affect them and the work they do.

See our Sample policies:

- Volunteer Agreement
- Data Protection Act Agreement
- Confidentiality Agreement
- Emergency Contact Form
- Media Permission
- Complaints Procedure
- Volunteer Policy
- Whistleblowing Policy
- Health & Safety Policy

(These to be added as links to website)