

## Chippenham Tennis Club – Volunteer policy

### Recruitment

*Chippenham Tennis Club* uses appropriate means to advertise for volunteers within the club and locally, taking into account the principles of its equal opportunities and diversity policy.

Potential volunteers will meet with a member of the committee who will assess their suitability for the role. If the volunteer is deemed suitable, he/she will be required to complete a **volunteer agreement form**. A criminal records check with the Criminal Records Bureau will be made and references will be taken up (if relevant) for every volunteer.

### Induction and training

An induction will be prepared and delivered by a member of the committee. This will include:

- The role of the volunteer
- A list of all volunteers, including Committee members and sub-committees
- Copies of all the relevant policies
- Induction training and details of ongoing training (as appropriate)
- Other relevant information.

### Support

The Officers of the Club and other volunteers will offer mutual support. All volunteers will receive support from the Club Chairman (or from another named committee member).

### Insurance

The organisation has a valid insurance policy all volunteers are advised to read.

### Resolving problems

The relationship between *Chippenham Tennis Club* and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that *Chippenham Tennis Club* is able to maintain its agreed standards of service to members, and it is equally important that volunteers should enjoy making their contribution to the club.

If the work of any volunteer does not meet with the club's standards, these steps will be taken:

1. An initial meeting with a nominated Committee member who will explain the club's concerns;
2. If this does not resolve the concern, then a meeting with the Club Chairman will be convened.
3. If the work still does not meet with our standards, then we shall have to stop using the volunteer's services.

Should the volunteer be dissatisfied with any aspect of his/her work he/she should:

1. Give an initial explanation of his/her dissatisfaction to any member of the Committee;
2. If that does not resolve the issue, then a formal meeting with the Club Chairman may follow;
3. If, after this, we are still unable to resolve the grievance, then it would be inappropriate for him/her to continue as a volunteer.

This volunteer policy is freely accessible to all and will be reviewed on a yearly basis.

**Valuing volunteers**

*Chippenham Tennis Club* will show its appreciation of the work done by volunteers, by suitable means.

The Committee Chippenham Tennis Club

November 2015