



Gerrards Cross (Dukes Wood) LTC

Volunteer policy

Recruitment

Gerrards Cross (Dukes Wood) LTC 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 and complete a **volunteer recruitment checklist** to assess their suitability for the role. If the volunteer is deemed suitable, he/she will be required to complete a **volunteer agreement form** and the Tennis Clubmark **self-declaration form for coaches and volunteers**. A criminal records check with the Criminal Records Bureau will be made (if relevant) for every volunteer and references will be taken up.

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 staff members and volunteers
- A list of Committee members and sub-committees
- Detail of all the relevant policies
- Details of ongoing relevant training
- Information about the relevant code(s) of practice
- Other information as appropriate.

Support

The officers of the club, committee, coach and other volunteers will offer support to the volunteers. The volunteer (whether paid or unpaid) will receive support and regular supervision sessions from the Chair of the Committee (or from another named committee member).

Insurance

The organisation has a valid insurance policy which you are advised to read.

Resolving problems

The relationship between Gerrards Cross (Dukes Wood) LTC and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that Gerrards Cross (Dukes Wood) LTC 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 your work as a volunteer does not meet with the organisation's standards, these steps will be taken:

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

If you are dissatisfied with any aspect of your work you should:

1. Give an initial explanation of your dissatisfaction to an officer of the club.

2. If that does not resolve the issue, then a formal meeting with the Chair of the Committee should follow.
3. If, after this, we are still unable to resolve your grievance, then it would be inappropriate for you to continue as a volunteer.

At all times, you will be free to state your case and a friend can accompany you.

Valuing volunteers

Gerrards Cross (Dukes Wood) LTC appreciates the work done by volunteers.