

Edible Landscapes London Ltd
Volunteer problem solving procedure

While Edible Landscapes London Ltd does not have employer duties towards volunteers in the way that it does to staff, and the organisation does not wish to create a contractual relationship with volunteers, it is important that problems or complaints are dealt with fairly, openly and consistently. To help with this we have in place the following procedures.

If a volunteer has a complaint about Edible Landscapes London, a member of staff or another volunteer:

We hope that most problems can be resolved informally. If this is not possible the volunteer should raise the matter formally with their group leader.

If the complaint is against their group then the volunteer should raise the issue with the relevant member of the board of directors group.

If the issue is not resolved then it should be put in writing to the core group. The matter should be dealt with within 14 days.

If there is a complaint about a volunteer:

Hopefully this can be resolved informally. Problems might be due to training needs, a lack of support, inappropriate roles, etc.

Where informal measures are insufficient the volunteer's supervisor will raise the issue at a formal meeting with the volunteer. The volunteer will be entitled to put their case. If it is felt necessary an informal warning may be issued, with steps agreed to improve.

If the issue is still not resolved a meeting between the volunteer, session leader, and the member of Board of Directors will be called. This may result in a formal warning, with the understanding that following another warning the volunteer will be asked to leave.

If a volunteer is believed to have behaved in a manner that has or could have seriously affected the organisation – for example theft, bullying or violence – they will be immediately suspended while the matter is investigated by the group leader and the relevant core group member, or another core group member if the relevant member is unavailable. The volunteer will be able to put their case, and a decision will be made within 14 days. If the complaint against the volunteer is upheld they will be excluded from volunteering and asked to leave.

In all cases, volunteers have the right to be accompanied at meetings by another volunteer or friend. Volunteers can appeal to the TFP core group and receive a response within 14 days.