



BINGLEY

LITTLE THEATRE

Raising Volunteer Concern Process

December 2025

Volunteers are essential to the running of Bingley Little Theatre and Bingley Arts Centre. We want every volunteer to feel welcome, respected and supported. Sometimes problems or worries arise, and this policy explains how volunteers can raise concerns and how we will respond.

This is *not* an employment-style grievance procedure. It is a supportive, flexible process designed for volunteers, focused on listening, resolution and maintaining good relationships.

1. What This Policy Covers

A concern may include:

- difficulties in working relationships
- feeling uncomfortable or unsupported
- communication issues
- behaviour that feels inappropriate
- worries about how a task, shift or team is run
- anything that affects your enjoyment or wellbeing while volunteering

Raising a concern will never result in a volunteer being treated unfairly.

2. Stage One – Informal Conversation

We encourage volunteers to speak up as soon as something feels wrong.

You can raise your concern with any appropriate person, such as:

- your team lead or coordinator
- a committee chair
- a senior volunteer
- a trustee (see structure chart)

We will arrange a friendly, informal conversation to:

- listen to your concern
- understand what has happened
- explore options for resolving the issue

Often issues can be resolved quickly at this stage.

If the matter is more complex, the person supporting you may take a little time to gather information or speak to others involved, and then arrange a follow-up conversation.

We will keep a brief note of the concern and what was agreed.

If you feel the issue has not been resolved informally, you may move to Stage Two.

3. Stage Two – Problem-Solving Meeting

If informal discussions have not resolved the issue, you may raise a formal concern.

How to do this

Email the Chair of Trustees (or another trustee if the concern involves the Chair), briefly explaining:

- what has happened
- what steps have already been taken
- why it remains unresolved
- how you feel it could be resolved
- any relevant information you would like us to consider

What happens next

- A trustee or senior volunteer *not previously involved* will be asked to look into the concern.
- A meeting will be arranged with you to discuss the issue in more depth.
- You may bring a support person if you wish (another volunteer or friend).

The person looking into the concern may speak to others involved, review relevant information and explore options for resolution.

Once this is complete, they will meet with you again to explain:

- what they have found
- any steps we propose to take
- how we plan to move forward

A short written summary will follow.

4. Optional Final Review

If you feel that the concern has not been handled fairly or clearly, you may request a review.

This is not a formal appeal process.

It simply allows another trustee, who has had no involvement in the matter, to check:

- whether the process was followed appropriately
- whether the decision was reasonable
- whether any further action or clarification is needed

The reviewer may speak briefly with you and with the trustee who handled Stage Two before deciding what, if any, further steps are needed.

The reviewer's decision is final.

5. Confidentiality

All concerns will be handled sensitively and confidentially. Information will only be shared with people who need to know in order to help resolve the matter.

6. Record Keeping

We will keep brief notes of:

- the concern raised
- meetings held
- actions agreed

These records are stored securely and in line with data protection requirements.

7. Concerns Involving the Chair of Trustees

If your concern relates to the Chair, you may raise it with any other trustee. The same process will apply.

8. Support and Mediation

Where helpful, the organisation may offer:

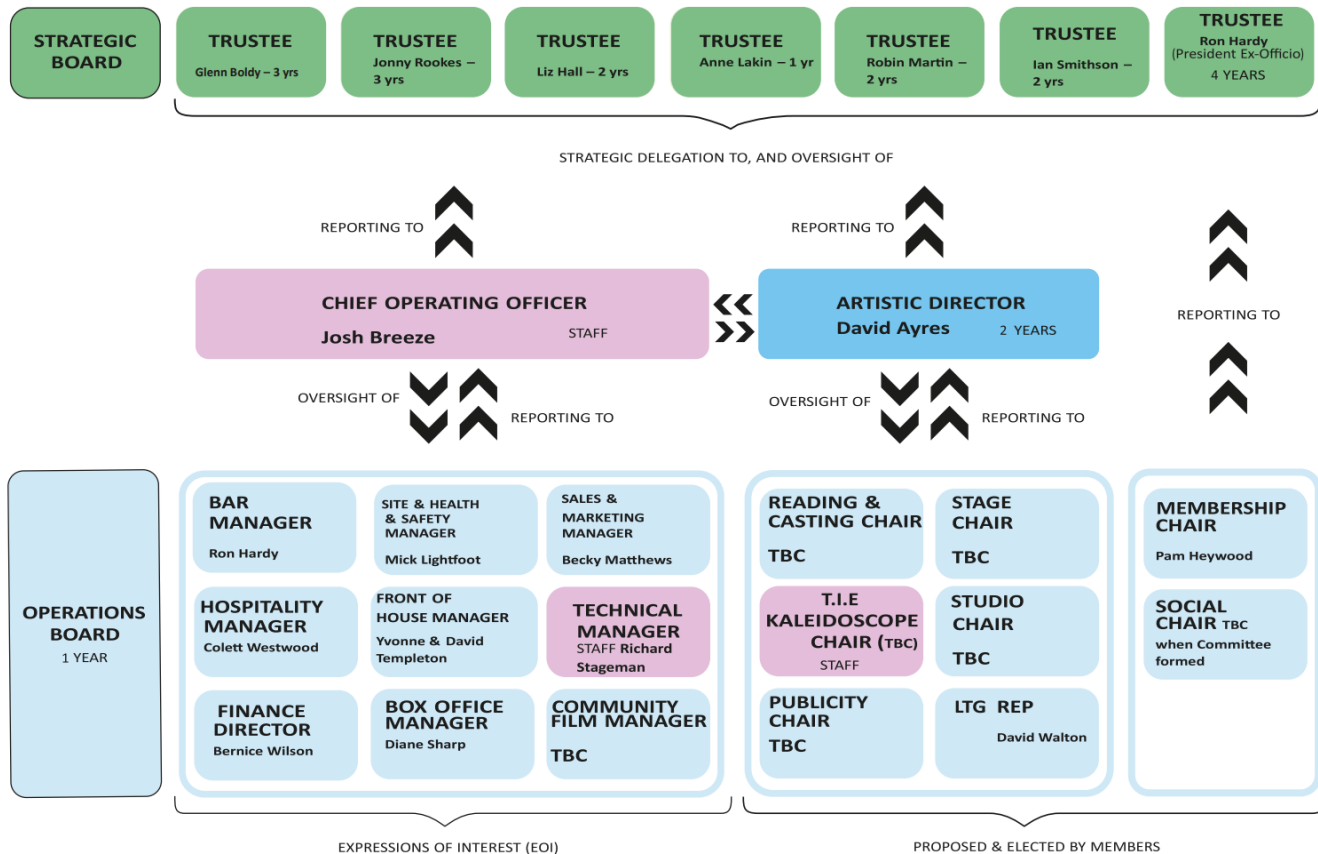
- mediation between volunteers
- support from a senior volunteer or trustee
- adjustments to volunteering roles or shifts
- informal check-ins after the issue is resolved

Our priority is always to maintain a positive, safe and enjoyable volunteering environment.

Appendix – Structure (July 2025)



ORGANISATIONAL CHART 2025-26



This policy will be reviewed bi-annually

Dec 2025