Volunteers – Conflict Resolution Policy

Policy Name	Volunteers – Conflict Resolution Policy
Executive Owner	Chief Financial Officer
Approval body	ELT
Frequency of approval	3 years
Date approved	October 2025
Date next approved	October 2028

Policy Statement

We aim to create an environment in which you can enjoy your volunteering, to ensure our relationship with you is of mutual benefit. There may however be occasions when a volunteer has a complaint about us or about their volunteering.

Informal Resolution

We believe that open communication and mutual respect are key to resolving concerns. Our aim is to listen, understand, and work together to find a positive way forward. If you feel comfortable, try speaking directly with the person involved.

If you'd prefer not to speak directly to the person, or if the issue continues, you can raise any concerns informally with your Responsible Person or Volunteer Manager first, so they can try to resolve the issue.

If the concern involves a member of staff, please speak with the Commercial Manager or Volunteer Manager. Managers will meet with you in private, listen to your concerns, and explore ways to move

forward. This might include a supported conversation or a plan to help improve the situation. If the issue is more complex or doesn't get resolved, we may involve a senior team member to help guide the process. We will keep you informed and make sure you feel supported throughout.

Formal Complaint

If the concern can't be resolved informally, you can share your concern in writing via our Complaints procedure, details of which can be found on our website:

https://www.fightforsight.org.uk/policies/complaints-and-feedback/

Please include as much detail as you can, such as what happened, when, who was involved, and what kind of outcome or support you're hoping for. We'll listen to everyone involved and explore ways to move forward. This might include a supported conversation or a plan to help improve the situation.