



Problem Solving Together Policy

1. Introduction

At The Swansea Wellbeing Centre Community Interest Company (SWC), we are committed to maintaining a safe and supportive environment for all individuals involved in our activities, including volunteers, staff, and service users. This Capability Policy outlines the procedures to be followed in the event of a complaint or concern about the conduct or performance of a volunteer.

2. Scope

This policy applies to all volunteers of SWC. It covers any matters related to conduct, behaviour, and capability issues.

3. Principles

Fairness: All volunteers will be treated fairly and impartially throughout the process when addressing any issues of concern.

Transparency: The process will be transparent, with clear communication and opportunities for the volunteer to discuss their experience and perspective.

Support: Volunteers will be provided with support and guidance throughout the process when issues of concern are raised. We aim to respect volunteer wellbeing, regardless of capability or continued suitability for the volunteer role.

Confidentiality: All matters related to capability issues will be handled confidentially, with information shared only on a need-to-know basis.

4. Complaint Procedure

If a complaint is received about a volunteer, the following steps will be taken:

a. Complaint Acknowledgment: The complaint will be acknowledged promptly, and the complainant will be informed of the steps that will be taken to address their concerns.

b. Investigation: An internal investigation will be conducted to gather relevant information related to the complaint. The volunteer's experience and perspective will be included in the

gathering of information when considering the circumstances leading to the complaint or concern.

c. Decision: Based on the findings of the investigation, a decision will be made regarding whether the volunteer's role continues to be appropriate, for both the volunteer and the organisation.

d. Capability feedback: If issues of capability have been raised and substantiated, a supportive meeting will be arranged with the volunteer to discuss the feedback. If the role is no longer suitable for compatibility issues, it will be terminated without judgment or prejudice.

If safeguarding issues are involved, the process would follow the safeguarding procedures.

5. Capability Action

The following capability actions may be taken depending on the severity of the concerns raised:

- **Initial discussion:** If any minor instances of misconduct or performance issues are raised, the volunteer will be informed of the issue during a face to face discussion with a key member of the identified staff team. This would occur as soon as feasibly possible for both the volunteer and organisation. Additional supports would be discussed and offered in the first instance.
- **Second discussion:** If the same issue is raised again, or an issue of more significant misconduct or performance occurs, the volunteer would be asked to meet with a member of staff as soon as possible for both parties. The volunteer would be offered time and space to discuss their experience. If any additional supports would address the issue these would be considered, but the significance of the presenting issue would need to be discussed, and the prospect of the suitability of placement being considered should the issue continue. .
- **Placement ending:** In cases of gross misconduct, or failure to improve performance despite two previous discussions around a presenting issue (and identified support needs provided by the organisation), the volunteer placement would end. This would be done without judgment or prejudice, with the aim of maintaining volunteer wellbeing as much as possible within the presenting situation.

6. Appeals Process

Volunteers have the right to appeal against any capability decisions made regarding their placement. Appeals must be made in writing within 30 days and will be heard by an independent appeals panel.

7. Review and Monitoring

This policy will be reviewed on an annual basis, to ensure its effectiveness and compliance with relevant legislation. Volunteer feedback and involvement will be included in the review. Any necessary updates or amendments will be made in consultation with volunteers and staff.

8. Confidentiality

All information relating to capability matters will be treated confidentially, and shared only with those directly involved in the process on a need-to-know basis.

9. Conclusion

SWC is committed to maintaining a positive and supportive environment for all volunteers. This policy aims to ensure that capability matters are handled fairly and transparently, with the goal of protecting the wellbeing of all individuals involved in our activities.

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