



## 4.3.1 Club Volunteer Policy

### **Recruitment**

Clarkston Tennis Club 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.

### **Induction and training**

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
- Copies of all the relevant policies
- Induction training and details of ongoing training
- Information about the relevant code(s) of practice
- Other information as appropriate.

### **Support**

The Captain and other volunteers will offer support to the volunteers. The new committee member or volunteer (whether paid or unpaid) will receive support and regular supervision sessions from the Tennis Captain 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 Clarkston Tennis Club and its volunteer workers is entirely voluntary and does not imply any contract. It is important that Clarkston Tennis Club is able to maintain its agreed standards of service to members, and that volunteers should enjoy making their contribution to the club.

If your work as a volunteer does not meet with the club's standards, these steps will be taken:

1. An initial meeting with the Club Captain will explain the club's concerns.
2. If this does not resolve the concern, then a meeting with the Tennis 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 the Captain
2. If that does not resolve the concern, then a meeting should be convened an alternate from the Club's committee.
3. If that does not resolve the issue, then a formal meeting with the Tennis Committee should follow.
4. 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.

**This volunteer policy is freely accessible to all and will be reviewed on a yearly basis.**