



VOLUNTEER HANDBOOK



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1. Welcome and introduction

Hello and welcome to Uppertunity. The aim of this handbook is to create a one-stop information point where you would be able to access all the information you are likely to need in relation to Uppertunity and volunteering with us.

This handbook provides information on expectations, support and policies which are currently in effect in specific relation to volunteers. These policies may be modified or supplemented, as part of our continuous effort to improve operations and to make Uppertunity a better place.

Thank you for choosing to volunteer with Uppertunity. Without volunteers, we would not be where we are today or be able to achieve the many things we do. We at Uppertunity believe that volunteers can bring a variety of skills, experience and enthusiasm, and helps raise awareness about Uppertunity's cause, profile, aims and objectives. By providing volunteering opportunities, we provide opportunities for social inclusion, skills development and potential routes to employment. Uppertunity also believes that volunteering can help to improve health and wellbeing for individuals. We also believe that volunteers can bring with them a different perspective to the organisation, one that reflects the views of the community and client group.

It is our ambition to make sure anyone who gives their time to us feels valued, understood and proud to be part of Uppertunity. We look forward to having you part of our journey.

2. About Uppertunity

Who we are?

Uppertunity is a charity based in Dundee focused on empowering our community. Our mission is to empower individuals in our community to lead fuller lives. We create safe and reflective environments where individuals feel comfortable to explore their capabilities, challenge themselves, and develop transferable life skills. We work with individuals (16 years and over) with additional needs, learning disabilities, who are neurodiverse and have mental health barriers. We provide a range of inclusive activities to nurture personal development, confidence, social interaction, and employability.

Our history and impact can be found in our yearly impact report on our website:

<https://uppertunity.org.uk/impact-overview>

Our 4 mission aims are:

1. We believe in equality for all. We empower individuals and help create, develop and maintain purpose and self-worth.
2. We champion the development of mindsets which enable people to reach their optimum self. We use a mixture of methods that bring about an inner resilience, challenging people's perceptions of themselves and their own capabilities of shaping their world.
3. We create social change by demonstrating that everyone has strengths and skills to offer their world. We all have a calling and a purpose we can serve that provides self-fulfilment.
4. We create environmentally sustainable communities through community partnership and climate friendly methods.

What do we do?

Weekly Warriors Programme

A programme of therapeutic and creative based activities that take place each week at our main base at Dudhope Castle. This programme is aimed at individuals with additional needs who want to socialise and develop positive wellbeing. Activities include art, sewing, active and drama groups.



UppSkills Programme

A skill focused programme aimed at individuals facing some form of barrier who wish to learn new skills and develop themselves. We have a range of workshops that take place each week: upcycling furniture, clothes upcycling, baking, and event planning



Serendipities Mini Café at The Circle

We offer lunches to our members at Uppertunity at Dudhope Castle, as well as all the tenants and other service users of the Castle. Our members and volunteers help bake and serve the food. We also offer barista coffee and teas, as well as handmade cakes and traybakes.



Change Makers Volunteering

We offer a range of volunteering opportunities to help individuals develop skills and confidence, while supporting us to achieve our mission aims. These suit different abilities, and also provide opportunities to bring the community together.



Community Events

Community engagement is very important to us. We host and take part in regular events and markets. Examples include karaoke night, Halloween discos, fashion events, food markets, Burns lunch and much more!



Serendipities Catering

We offer catering for small and large events, as well as take part in markets. Members and volunteers can get involved by baking and cooking food orders, putting food orders together, coming up with recipes, and taking part at catering events.



The Elephant Wellbeing Space

Wellbeing is very important to us at Uppertunity, this is throughout our services. We also offer specific wellbeing services to all our members and volunteers including one to one creative therapy, and one to one personal development



Growing Places

Our community-based green project. This provides an opportunity for people from all backgrounds to gain volunteering experience, learn gardening skills, give back to the environment, learn practical skills and socialise.

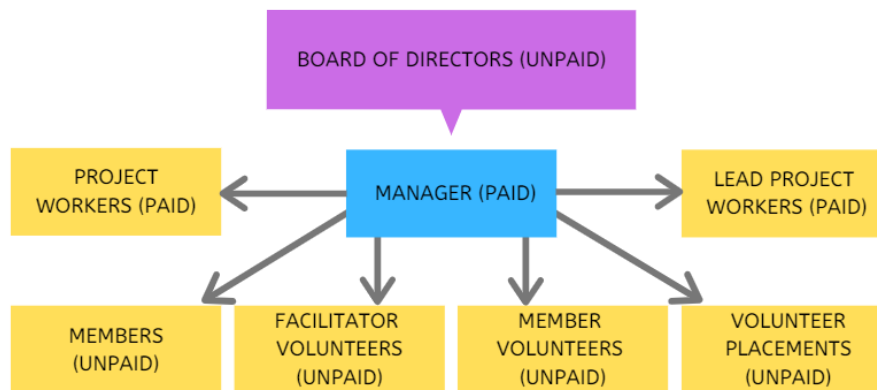


Organisational Structure

Uppertunity is a registered charity (SC052608) and is also registered on Companies House (SC515689). We are a charity with social enterprise trading, i.e. our catering service.

We have a Board of Directors. This board makes all the final decisions of the organisation. None of the board members are paid to be board members, it is voluntary. Uppertunity then has two co-managers and various project workers who all work together to run Uppertunity. We then have volunteer facilitators who help the project workers and volunteer members who help the organisation achieve its aims. We also have placements from different organisations. We also we have all our amazing members who use our facilities.

We are person centred, placing an emphasis on mutual respect and trust. Every single member, staff and volunteer are a part Uppertunity and not merely a recipient of a service. Everyone is part of the big team and everyone's voice matters.



3. Code of Conduct

Aim

This policy outlines our expectations regarding all volunteers and placements behaviour towards their fellow team, clients, and overall organisation. We promote freedom of expression and open communication, while at the same time expecting the same respect back. We expect all team members to follow this code of conduct and to foster a well-organized, respectful, and collaborative environment. The policy provides guidelines on the required behaviour in a wide range of situations, including usual work hour activities, social events and out of hours activities that directly reflect on Uppertunity.

This Code of Conduct is not a contractual document and Uppertunity reserves the right to amend it at any time. Any breach of the Code will be considered a disciplinary matter, which could result in disciplinary up to and including dismissal.

The main principles are as follows.

- Everyone complies with laws and regulations.
- Everyone rejects bribery and corruption
- Everyone avoids conflicts of interest
- Everyone respects the confidentiality of all personal and corporate information
- Everyone promotes diversity and equality, treating people fairly and with respect
- Everyone maintains a safe and healthy environment for people to work in and are proactive in managing responsibilities to the environment
- Everyone supports those who have any suspicions of any misconduct, malpractice, illegal or unethical behaviour and report their concerns in confidence to the appropriate channels

Zero Tolerance

While this Code gives guidance in certain situations, there are specific areas where Uppertunity has a policy of zero tolerance. These are:

- Unsafe, illegal, or unethical working practices
- Violence and aggression
- Discrimination, bullying and harassment
- Bribery and corruption
- Retaliation or action against anyone who speaks up and, in good faith, reports a wrongdoing

Compliance with law

All volunteers must protect our company's legality. They should comply with all environmental, safety and fair dealing laws. We expect volunteers to be ethical and responsible when dealing with our company's finances, products, partnerships and public image.

Health and safety

Uppertunity places a high priority on providing a safe workplace and minimising the risks. Effective safety management requires the active involvement of every volunteer, and every volunteer has a legal duty to look after their own health, safety and welfare and that of those around them. volunteers are expected to follow procedures outlines in the health and safety folder.

Environment

Uppertunity is committed to preventing, or, at the very least, minimising, any harmful effects it causes to the natural environment. It encourages all volunteers to conduct their work in accordance with the highest environmental practices and the minimising of waste, aiming to reuse wherever possible, with the support from Uppertunity staff.

Respect in the workplace

All volunteers should respect their colleagues, fellow team members and clients. We won't allow any kind of discriminatory behaviour, harassment, or victimization. Volunteers should conform with our equal opportunity policy in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.

Protection of Company Property

All volunteers should treat Uppertunity's property, whether material or intangible, with respect and care. They should not misuse any equipment and should respect all kinds of incorporeal property. This includes trademarks, copyright and other property (information, reports etc.). They should only be used to complete duties. Volunteers should protect company facilities and other material property from damage and vandalism, whenever possible.

Conflict of interest

We expect volunteers to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their duties. Any potential conflicts of interest must be declared so that individuals are not involved in decisions that could be regarded as biased.

Professionalism and Attitude

All volunteers are expected to work in a professional manner including using positive language, avoiding swearing, limit moaning, encourage positive health and wellbeing, avoid shouting, have an overall positive attitude and display good role model attributes. If volunteers are to have any meals at the workplace, they are asked to bring healthy meals to encourage positive health and wellbeing attitudes.

Personal Appearance

All volunteers are expected to dress professionally. This includes: no midriffs on show, no short dresses or skirts, no low tops, show awareness of bodily and smoke odour and respond appropriately, avoid clothing with negative or swear words, and wear clothes comfortable to work in.

Job Duties

All volunteers should fulfil their job duties with integrity and respect toward clients, fellow staff and the community. Supervisors and managers mustn't abuse their authority. We expect them to delegate duties to their team members, taking into account their competences and workload. Likewise, we expect team members to follow team leaders' instructions and complete their duties with skill and in a timely manner. All team members should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work. We encourage mentoring throughout our company.

Confidentiality

Uppertunity is committed to the maintenance of the highest level of integrity in all its dealings with clients, customers and staff. This extends not only to commercial confidentiality but also to the protection of personal information received in the process of providing a service.

Tardiness and Absenteeism

Volunteers are expected to follow their agreed schedules. We can make exceptions for occasions that prevent volunteers from following standard working hours or days, but generally we expect volunteers, to be punctual when coming to and leaving from work.

Collaboration

volunteers should be friendly and cooperative when working in collaboration with other companies, groups and organisations. We respect the ethos and regulations of external staff and volunteers, and we expect the same respect and attitude in return. We aim to meet in agreement to what works best for our clients and staff.

Equality, diversity and inclusion

An important core value of Uppertunity is the promotion of inclusivity and diversity. It seeks to ensure that the workplace is supportive of all volunteers and one where individual respect is shown to all clients, volunteers and employees, regardless of age, (dis)ability, gender, marriage or civil partnership, pregnancy or maternity, race, ethnic background, culture, sexual orientation, religion or belief, sex or any other factor.

Communication

All volunteers must be open for communication with the wider team. Uppertunity aims to communicate all information that is relevant to all clients, volunteers and employees.

Policies

All volunteers should read and follow our company policies. If they have any questions, they should ask their supervisors or the manager.

Social media

Volunteers may use social media for work purposes (such as LinkedIn) or for personal use (for example, Facebook). Any use of such social media must be respectful of Uppertunity's reputation and that of all its team members. volunteers must not disclose confidential information when using personal social media.

Relationships with other members of staff and clients

Uppertunity does not concern itself with the private lives of its any staff unless they affect its effective operation or its reputation. Members of staff who are relatives or who have a close personal relationship should not normally have a supervisory, assessing or authorising relationship with each other. Volunteers must inform their line manager if they have a close personal relationship with another employee or a client which could be considered by colleagues or other, as impacting on the way they conduct themselves at work.

Criminal offences

For the avoidance of doubt, a volunteer must inform their manager in writing if they are under investigation for a criminal act (including road traffic offences) or have been arrested in connection with a criminal action. They must also inform their manager in writing if they have been found guilty and convicted of any offence or received a police caution. This will not result in dismissal. The need for this information is to ensure that all volunteers are not barred from working with vulnerable individuals. Failure to disclose this information may be treated as a disciplinary offence and may be dismissed.

Conduct outside work

As a general rule, what volunteers do after working hours and away from the premises is a personal matter. However, Uppertunity will become involved in the following circumstances: At office parties, events and other work-related social occasions; At third-party occasions where the individual has been invited in their capacity as a representative of Uppertunity; At work-related conferences and training courses, locally or away. All policies will continue to apply at all these events. A volunteer should not bring Uppertunity's name into disrepute at any time. Improper behaviour will lead to investigation and possible disciplinary action, including dismissal.

4. Volunteer policy

Definition

A volunteer with Uppertunity is someone who, without expectation of financial reward beyond reimbursement of expenses, performs a task at the request of and on behalf of the organisation. There is a minimum age of 16 to volunteer, and no maximum age.

Involvement of volunteers

Volunteers support the overall strategic aims of Uppertunity by:

- Ensuring our services meet the needs of our clients
- Providing new skills and perspectives
- Increasing our contact with the local community we serve
- Supporting and achieve the overall strategic aims of the Uppertunity

Uppertunity is committed to involving volunteers directly within the organisation to:

- Contribute to the delivery of our services
- Make sure we are responsive to the needs of our users
- Provide different skills and perspectives
- Offer opportunities for participation by people who might otherwise be excluded
- We will not introduce volunteers to replace paid staff

Our commitment to our volunteers is:

- We will always treat you with respect, consideration, and appreciation
- We will give you accurate and truthful information about Uppertunity
- We will ensure you have a clear idea of your responsibilities and role
- We will provide you with support through regular meetings or discussions, offering you fair, honest, and timely feedback on your work
- We will provide you with the opportunity to work as part of a team, to contribute to the welfare of the community and Uppertunity, and to be recognised for your contribution
- We will give you the opportunity to give feedback about your volunteer experience as well as Uppertunity as a whole
- We will give you the chance to grow and develop as a volunteer through participation in other activities, special training events, meetings, and more responsible positions
- We will provide volunteers with the leadership and tools they need to reach their potential
- We will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the organisation's development
- Staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work
- We will provide a safe and healthy environment to work in
- We will have transparent recruitment procedures
- We will reimburse the volunteer for all agreed out of pocket expenses
- We will handle volunteer data in accordance with data protection policies
- All Interviewing and engaging with volunteers will be in accordance with equal opportunity and anti-discrimination legislation
- We will ensure volunteers are recognised for their time and commitment through team nights out, volunteer awards and regular thanks.

What we expect from you:

- Always treat Uppertunity staff, members, supporters and fellow volunteers with respect, consideration, and appreciation
- Act in a professional way whenever you represent Uppertunity
- Behave and act in a way that doesn't discriminate against or exclude anyone
- Provide as much notice as possible if you are unable to fulfil your volunteering commitment, or if you no longer wish to be involved in a project
- Follow all policies and procedures set out by Uppertunity
- Participate in the feedback process by letting us know how you feel about your experience and giving constructive suggestions for improvement
- Develop your skills as a volunteer by participating in training and development opportunities. Learn as much as you can to do the best job possible
- Be consistent and reliable. We understand that some weeks you may not be able to attend, but due to the clientele we work with, being consistent is very important.

Support

- Induction: When first joining Uppertunity, you will have the opportunity to go over what Uppertunity is and stands for, your role, the code of conduct, support available, and the relevant policies and procedures
- Training: We want to ensure that you feel happy and confident to carry out your role. At Uppertunity, we will provide you with as much training opportunities as possible to develop your skills.
- Mentoring: You'll receive ongoing mentoring from the manager which involves reflection and planning for your future, as well as have an opportunity to raise issues and for you to talk constructively about your involvement with us.

The Volunteer's Voice

Volunteers are encouraged to express their views about matters concerning Uppertunity by:

- The volunteers being offered the opportunity to take part in weekly, monthly, and annual meetings
- Encouraging volunteers to voice their suggestions anonymously
- Uppertunity listening to any concerns that volunteers may have and make every reasonable effort to resolve them

Legal requirements

All volunteers are treated fairly and equally and will not be separated or treated differently to employees other than in regard to paid employment laws.

- Recruitment: We operate a fair and equal recruitment process that is open to everyone from all backgrounds and areas of the community.
- PVG's: Any staff or volunteer who will be in direct contact with protected and vulnerable adults, will require to submit a mandatory PVG check. During recruitment, an individual will be able to disclose any information they feel relevant to their post.
- Insurance: All Uppertunity volunteers are covered by our Employers and Public Liability Insurance which provides an indemnity in respect of Uppertunity's legal liability to pay damages and expenses in respect of death, bodily injury, disease or illness arising out of and in the course of their involvement in the charity. A copy is available from management.
- Health and Safety: Volunteers are covered in Uppertunity's Health and Safety procedures and policies, copies which can be found in the organisations health and safety folder.
- Grievances: Uppertunity has a policy to help deal with grievances that volunteers may have. In line with this policy, volunteers have the right to discuss any concerns they may have with their named contact at any time. Should the contact person be unable to resolve the problem, they will follow the procedure described in the policy.

- Confidentiality: volunteers will be bound by the same requirements for confidentiality as paid staff. A copy of the confidentiality policy can be found in the organisational handbook.
- Endings: Volunteers will be able to end the agreement to volunteer at any time with as much notice period as possible. On the basis of their voluntary work, volunteers will have the right to request a reference if they have completed 2 months volunteering. All volunteers will receive an exit interview and will be supported to move on to other options.

5. Being a great volunteer

How to be a great employee or volunteer

An employee or volunteer is someone who is capable of great change! You have the opportunity to make a difference

1. It's all about your attitude! If you have a good energy, you spread it around and lift other people's moods. If you're negative, you lower the mood and push people away

2. **Be creative!** You don't have to be arty to be creative, just explore different ideas and experiment

3. **Be a good role model!** Show positive behaviour including the attitude you have towards life, the food you eat at the work place

4. **Show initiative!** Don't wait to be told what to do. if you're not sure, ask if there's anything to do or if someone needs help

5. **Keep walking around during group workshops,** ask if members are okay. If no one needs help (this is rare), sit next to someone and do some creative work with them

6. **Be non-judgmental and open minded!** You will work with various different people, both with staff and clients...people who have autism, Muslim, lesbian, limited education, depression, transgender etc. No matter a persons characteristics, they have something beautiful to offer the world.

7. **Be sensitive, caring and empathetic!** You will hear sensitive information and difficult stories. Don't brush it off, listen and be there for that person.

8. **Work as a team!** Share ideas with each other, be a friend, help out with the boring stuff like cleaning and paperwork and share smiles!

9. **Make mistakes!** Don't strive for perfection, it's about the journey. Members relate to people who are human. Mistakes are lessons, so let's learn together

10. **Have fun!**

**UPPERTUNITY**
CREATING OPPORTUNITIES
BUILDING COMMUNITIES

SC515689

6. How to be a great facilitator

How to be a great facilitator

1. **Enthusiasm!** The individuals you work with will often have low self-esteem and be shy. We are there to be that support so the journey isn't so scary

A facilitator is a person, volunteer or paid staff, that assists another person to achieve a desired outcome

2. **Lead, don't do!** We are there to guide and assist, we are not there to do everything for the person

3. **Be a good role model!** Speak positively and behave positively, this includes attitude about others and your health

4. **It's about the journey, not the destination!** We are not aiming for perfection, we are aiming for personal development. Perfection often damages this, let the person make mistakes. It may not be what you want, but that doesn't matter

5. **Build confidence!** A lack of confidence often lowers a mood. Give compliments, but also make sure they are unique to the individual... "I love how you used those colours together, great choice!"

6. **Go at the person's pace and build from there.** If we push too hard, it damages confidence, if we don't push enough, the person will never know their true potential

7. **Never underestimate a person!** We don't assume anything about a person's ability, regardless if they are female, in a wheelchair, have low muscle tone, have autism etc. Good facilitators make dreams happen!

8. **Listen and communicate!** The individuals you work with will often not be listened to and will sometimes not have learnt social skills, we are here to help

9. **Be aware of your body language!** Stand or kneel at the height of the individual who are working with. Don't speak in a baby voice, this is patronizing. We treat individuals the way they deserve. This builds their confidence

10. **Empower!** Help individuals claim control of their life and experience the life they desire



SC515689

7. Recruitment and Selection Procedure for Volunteers

Uppertunity encourages the use of voluntary workers to assist the organisation to meet the aims and needs of our clients. Voluntary workers supplement employees but are not, and must never be, a substitute for them.

Who Does This Procedure Apply To?

This procedure applies to:

- Voluntary workers
- Placements

It does not apply to:

- Placements where Uppertunity is the employer; or
- Placements for children of school age. Such placements should only be arranged as part of a structured work experience programme arranged by the school or college

Volunteers within schools may be covered by this procedure by specific acceptance of the governing body.

The Law

Volunteers are not employees of Uppertunity. They therefore do not benefit from any of our conditions of employment such as payment for work, holidays or sickness. We have a duty of care to all individuals who visit our premises. Our public liability insurance insures the organisation against accident or injury to visitors including volunteers whilst on our premises.

Procedure

Where a manager is considering using a volunteer, the manager should prepare a Volunteer Job description. The placement specification should consider:

- The benefits to the organisation and to the individual of using a voluntary worker
- Tasks to be performed by the voluntary worker
- Working dates, hours and arrangements
- Who will supervise the voluntary worker

The manager should consult about the use of voluntary workers with:

- Employees in the area where voluntary workers are to be used;
- Clients, if applicable

Arrangements to be Made

Before starting voluntary work, the manager should ensure that:

1. Voluntary workers provide basic personal details, normally through completion of an application form.
2. Where it is necessary to select an individual from a pool of potential applicants, that the applicants are short-listed and interviewed against a person specification.
3. Voluntary workers must complete the following checks in accordance with guidance contained in the Recruitment and Selection policy before they can work with us:
 - PVG
 - One references. This is mandatory where the volunteer will have substantial access to vulnerable groups but optional for other work areas
4. Induction and supervision arrangements are put in place
5. The details of the voluntary placement are confirmed to the volunteer

8. Volunteer Training and Development Policy

It is the policy of Uppertunity that all staff and volunteers will receive a general induction on:

- the aims and objectives of the organisation
- the nature and operation of the programme or activity for which they are recruited
- a specific orientation on the purposes and requirements of the position which they are to fill
- the organisations handbook and all the relevant policies
- training relevant to their post

On-The-Job Training

Uppertunity requires that all staff and volunteers receive specific on-the-job training to provide them with the information and skills necessary to perform their task including first aid and/or REHIS

The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer. Uppertunity requires, dependant on individual situations, that all staff and volunteers complete the necessary training within a year of starting their post.

Mentoring and Supervision

Each staff member and volunteer will be assigned a supervisor or line manager who will provide support and mentoring during the individual's connection with the organisation. Uppertunity requires that the supervisor and staff member or volunteer have two official supervision sessions a year, where they discuss current and future progress, and share any concerns. Uppertunity would like to make staff and volunteers aware that mentoring and support is readily available to them at all times.

Staff Involvement in Orientation and Training

Uppertunity requires that staff members with responsibility for delivery of services should have an active role in the design and delivery of both orientation and training of volunteers. Those staff who will be in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

Volunteer Involvement in Orientation and Training

Uppertunity requires that experienced volunteers should be included in the design and delivery of volunteer orientation and training, as well as ongoing support for newly joining volunteers.

Continuing Education

Staff and volunteers should attempt to improve their levels of skill during their terms of service. Uppertunity requires that additional training and educational opportunities should be made available to staff and volunteers during their connection with the organisation. This continuing education may include both additional information on performance of their current assignment as well as more general information and might be provided either by the organisation or by assisting the volunteer to participate in educational programmes provided by other groups.

Conference Attendance

Uppertunity encourages staff and volunteers to attend conferences and meetings which are relevant to their assignment and roles, including both those of the group and of other organisations. Uppertunity requires that prior approval from the staff or volunteer's supervisor should be obtained before attending any conference or meeting if attendance will interfere with their work schedule or if reimbursement of expenses is required.

9. Volunteer Expenses Policy

The purpose of the policy is to ensure that all volunteers receive equal treatment when claiming reasonable out-of-pocket expenses. Uppertunity believes that volunteers should not be out of pocket for the contribution they make to the community or company.

Expense claims should not exceed actual expenses incurred. If a volunteer is paid in excess of their expenses, this will be interpreted as payment for work done, and any welfare benefits could be affected. The volunteer could be liable to pay tax on this money, and the organisation could fall foul of minimum wage legislation. Asylum seekers are also affected, with strict Home Office guidelines warning that anything beyond remuneration for actual expenses will be construed as payment for illegal work.

Definition

Actual out-of-pocket expenses include:

- Travel to and from the place of volunteering, within a 15-mile radius
- Travel in the course of volunteering
- Postage, telephone calls, etc. paid for by the volunteer
- Cost of equipment, protective clothing, etc.
- Travel to and from the place of training events and courses, within a 15-mile radius

Reimbursement of Expenditure

Volunteers incurring out-of-pocket expenses in the course of their volunteering will be required to supply appropriate evidence of expenses, such as receipts, on the appropriate claim form which will be made available by the manager of the organisation.

Volunteers will receive tea and coffee at no cost to themselves when at the office/work base.

Volunteer expenses can be claimed in the following circumstances:

- Public Transport: Where possible, volunteers should use public transport. Full reimbursement of fares incurred may be paid for provided that appropriate tickets and receipts are provided. Where the use of a car is likely to be more cost effective, then a car can be used subject to discussing this with the manager beforehand. Reimbursement must be agreed upon beforehand.
- Taxis - People with Disabilities: Full reimbursement of fares incurred may be paid
- Car Allowance: Travel/mileage expenses necessarily incurred by volunteers in the performance of their official or other authorised duties may be reimbursed after authorisation by their line manager.
- Other reasonable out-of-pocket expenses must be: Approved in advance by the manager, made on the approved claim form, copies are available from manager

	First 10,000 miles in tax year	> 10,000 miles in tax year
Cars / Vans: regardless of engine size	40p	25p
Motorcycles	24p	24p
Bicycles	20p	20p

Use of cars, Vehicle Road Worthiness and insurance

All volunteers must insure their cars for business use before they can be authorised to use their car on official business. Volunteers who do not comply with this requirement will not be able to use their vehicle for volunteering with Uppertunity. All volunteers using their own car will be required to show a valid MOT certificate and complete a form agreeing to the upkeep of their vehicle.

Uppertunity will not permit volunteers to use their vehicle for business use where the volunteer has not provided such information. This is especially important where a volunteer is asked to use a vehicle for work purposes on an irregular basis. Uppertunity will undertake to check to ensure that the necessary insurance is in place.

Business use of a car includes transporting service users to and from group locations and transporting employees to and from work locations

Claiming Expenses

All claims must be authorised by manager and receipts should be submitted to the manager or line manager.

Appeal Rights

Any volunteer who considers that the provision relating to the reimbursement of expenditure has not been properly applied shall be able to pursue the matter through Uppertunity's grievance procedure.

10. Volunteer Grievances and Complaints Policy

Uppertunity aims to create a work environment where volunteers feel valued at work. Uppertunity also recognises that there may be occasions when volunteers have concerns or grievances, and this grievance procedure enables individual volunteers to raise grievances more formally.

This procedure provides an open and fair way for volunteers to make known their problems and aims to enable grievances to be resolved quickly before they fester and become major problems.

Volunteers and line-managers are encouraged to discuss ordinary, day to day concerns informally. This allows them to be addressed promptly and can stop situations escalating unnecessarily.

Informal Procedure

In the first instance, if any volunteer has a grievance about their volunteering or a colleague, they should discuss it informally, as soon as possible, with their Line Manager or another manager if the grievance involves the line manager. The Manager will take the grievance seriously and ensure that everything is done to try and resolve the issue informally. It is hoped that the majority of concerns will be resolved at this stage. A note of the meeting and agreed actions will be kept.

Formal Procedure

Stage 1:

If a volunteer feels that the matter has not been resolved through informal discussions, they should put the complaint in writing to their line manager. If the complaint involves the staff member's line manager, the complaint should be put in writing to another manager in the organisation or the Board of Directors.

A meeting will be held between the volunteer and their line manager (or other appropriate person) to respond to the complaints raised. The meeting will be an opportunity for the volunteer to explain their complaints and share how they would like them to be addressed. The volunteer has a right to be accompanied to the meeting.

Following the meeting, the line manager (or other appropriate person) will give a written response within 5 working days of the meeting outlining how the complaint(s) will be responded to. If the complaint is against another member of staff or volunteer or requires further investigation, the line manager (or other appropriate person) will need to carry out further meetings or investigations. In this case, the 5 working days limit above, may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

Stage 2:

If the volunteer feels the issue has still not been resolved satisfactorily, the volunteer must raise the matter, in writing, with the Board of Directors. The Board will invite the volunteer to a meeting where they can discuss the matter and establish how best to resolve the situation. The volunteer has a right to be accompanied to the meeting.

Following the meeting, the Director will give a written response within 5 working days of the meeting outlining how the complaint will be responded to. If the complaint is against another member of staff or volunteer, or requires further investigation, the Director will need to carry out further meetings or investigations. In this case, the 5 working days limit above, may need to be extended. The response will follow this meeting and include a reference to the right of appeal.

Right of Appeal

If the volunteer wishes to appeal against any grievance decision, they must appeal, in writing within five working days of the decision being communicated to them by the Board of Directors. The Board will convene an appeals sub-committee to hear the appeal and the staff member will be invited to a meeting with the appeals sub-committee. The volunteer will have the right to be accompanied to the appeal meeting.

The Chair will not form part of the appeals sub. The appeals sub committee's decision will be final.

Further Procedure

If the complaint is about the organisation, the volunteer has the right to take the complaint further to the Companies House.

Dismissal

Uppertunity will not dismiss any volunteer without a valid reason of misconduct, followed by formal disciplinary action. Examples of misconduct include, but do not end at:

- Refusal to comply with reasonable requests from the immediate supervisor
- Prolonged absence from a role where specified duties and/or attendance is required
- Incapacity to perform the duties of the post effectively due to drunkenness or unauthorised drug-taking
- Harassment of any Uppertunity employees, volunteers, members, visitors, clients or partners
- Breach of confidentiality
- Breach of Uppertunity's regulations, rules or conditions including those relating to Health and Safety
- Prolonged bad attitude
- Serious misrepresentation or negative representation of the organisation
- Prolonged unsatisfactory performance of the duties of the role