



Club Volunteer Policy - Recruitment

Radlett Lawn Tennis & Squash Club (RLTSC) uses appropriate means to advertise for volunteers within the club and locally, taking into account the principles of its equal opportunities and diversity policy.

A Disclosure and Barring Service (DBS) check will be made (if relevant) for every volunteer who will be coaching or in sole charge of children or vulnerable people and references will be taken up.

Induction and training

An induction will be prepared and delivered by an authorised club representative (the “volunteer co-ordinator”). 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 volunteer co-ordinator and other volunteers will offer support to the volunteers.

Insurance

The organisation has a valid insurance policy which you are advised to read.

Resolving problems

The relationship between RLTSC and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that RLTSC is able to maintain its agreed standards of service to members, and it is equally important that volunteers should enjoy making their contribution to the club.

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

1. An initial meeting with the volunteer co-ordinator will explain the club’s concerns.
2. If this does not resolve the concern, then a meeting with an individual authorised by the 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 volunteer co-ordinator.
2. If that does not resolve the concern, then a meeting should be convened with the volunteer co-ordinator.
3. If that does not resolve the issue, then a formal meeting with an individual authorised by the 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.