

# REVIEW PROCEDURE POLICY

Updated: February 2021

  
**BUCKS**  
STUDENTS' UNION

## Review Procedure

### Executive summary:

Here at Bucks Students' Union (BSU) we provide a range of services such as student activities, advice, events, representation and volunteering. Central to our mission is the importance of being student led and having a positive impact for our members. We believe that fostering a culture of volunteerism is vital to securing those aims. Student volunteers enhance their graduate prospects through their involvement with us and the Union itself is enhanced as a result of the credible voices that student volunteers provide for our Union and our objectives.

A volunteer's performance may have declined, or someone may have made a complaint about a volunteer's work, attitude or conduct. This policy will ensure there is consistency and a means of identifying a solution.

### Policy:

This policy will address issues that in the first instance are isolated or not severe enough to trigger the Union's formal complaints and disciplinary procedures. Such issues may include, but are not limited to:

- Irregular attendance
- Failure to respect the Union or the organisation in which you are placed
- Breach of health and safety regulations
- Misuse of equipment
- Discrimination
- Language that could be deemed offensive

There may also be instances where the above examples are severe enough, without repetition, to trigger our formal disciplinary policy.

### Procedure:

The Union will initiate a three stage process when dealing with behavioural problems. The problem should be reported to the Activities Co-ordinator (Volunteering and Charity Fundraising) in the first instance.

The Activities Co-ordinator (Volunteering and Charity Fundraising), or lead staff member, will then speak with the volunteer about the problem. This will allow the volunteer to rectify the issue and return to their voluntary position having corrected the problem. It could also allow the volunteer to admit if they are not enjoying the voluntary position and wish to leave.

The Activities Co-ordinator (Volunteering and Charity Fundraising) will review progress after 10 working days, or following the volunteers next scheduled activity, to assess whether the issue has been resolved. Should these timescales not prove sufficient the voluntary organisation and Activities Co-ordinator (Volunteering and Charity Fundraising) may agree an alternative review period, but the volunteer must be informed. If the issue is severe then the volunteer may be taken out of the placement immediately. If the placement is happy to continue with the volunteer then we will proceed to Stage 2.

1. Following the unsuccessful completion of Stage 1 the volunteer will meet with the Activities Co-ordinator (Volunteering and Charity Fundraising) and go through the volunteer role in detail. There will be three interventions throughout the academic year. There will be a formal review of any issues at the first meeting. The Activities Co-ordinator (Volunteering and Charity Fundraising) will then take the volunteer through the handbook and relevant policies to demonstrate why the behaviour or practice is unacceptable. For the second meeting, Activities Co-ordinator (Volunteering and Charity Fundraising) will work with the volunteer to develop an action plan, addressing the issue so it can be reviewed at the last meeting. If at this point the issue has not been resolved the process moves to Stage 3.
2. At Stage 3 the volunteer's behaviour, despite structured interventions, will clearly be incompatible with the volunteer opportunity. At this stage the Union will ask the volunteer to step down from the placement, and depending on the nature of the issue we may enact formal proceedings. From this point on the volunteer should refer to the relevant sections of our governing documents.

The Union respects at all times the right of our partner organisations to suspend a volunteer from their projects if their behaviour, approach or practice is deemed to be unsatisfactory.

For more information or details of other policies, please email [volunteering@bucks.ac.uk](mailto:volunteering@bucks.ac.uk).