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## **Volunteer Handbook**

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**Essential contact numbers/emails for volunteers**

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Rachel Marshall -0113 2141548

[Rachel.marshall2@leeds.gov.uk](mailto:Rachel.marshall2@leeds.gov.uk)

Gabrielle Hamilton – 0113 214 1559

[Gabrielle.hamilton@leeds.gov.uk](mailto:Gabrielle.hamilton@leeds.gov.uk)

Abbey House Museum 0113 2305492

Armley Mills Museum 0113 263 7861

City Art Gallery 0113 247 8256

Leeds City Museum 0113 2243732

Lotherton Hall 0113 281 3259

Temple Newsham House 0113 246 7321

Thwaite Mills 0113 276 2887

Your Mentor ( Supervisor) (please write contact details here)

Name.....

Telephone.....

Email.....

## **About Leeds Museums and Galleries (LMG)**

Leeds City Council runs nine museum and gallery sites,

### **Abbey House Museum**

A popular museum housed in the former gatehouse to Kirkstall Abbey. Abbey house museum concentrates on the display of our excellent Toys and Games collection as well as a reconstructed Victorian street.

### **Kirkstall Abbey**

A spectacular and well-loved part of the Leeds skyline, Kirkstall Abbey now offers a brand new visitor centre telling the history of the Abbey and its many inhabitants.

### **Leeds Industrial Museum at Armley Mills**

Once the site of the world's largest woollen mill, Armley Mills now is home to a range of working exhibits telling the history of textiles, clothing, engine and locomotive manufacturing in Leeds.

### **Leeds Art Gallery**

Home to one of the most outstanding collections of 20th Century British art outside London, Leeds Art Gallery also offers a cafe, a varied exhibitions programme and shop.

### **Lotherton Hall**

A charming country house with beautiful formal, wildflower and wooded grounds, red deer park and one of the country's most impressive collections of rare and endangered birds.

### **Temple Newsam**

One of the great country houses of England, Temple Newsam is a magnificent restored Tudor-Jacobean country residence set within grand and beautiful parkland with one of the largest working rare breed farms in Europe.

### **Thwaite Mills Watermill**

A fully restored working watermill in an attractive riverside setting offering riverside

walks as well as 300 years of history brought to life.

### **Leeds Museum Discovery Centre**

The Discovery Centre houses Leeds Museums and Galleries huge collections that are not on current display at any of the other sites. Most of the curatorial and collections care team are based here.

### **Leeds City Museum**

Leeds City Museum opened in 2008, presenting the fascinating and exciting stories of the histories of Leeds with free access to our exciting collections that had been hidden away for so long.

## **How We Involve Volunteers**

Our volunteers carry out and assist with a wide variety of tasks. Previous and current volunteers have assisted with the documentation and research of our collections, helped identify and label collections, carried out cleaning and remedial conservation of objects, assisted in the preparation and delivery of our Education and Outreach Programme, carried out basic data entry as well as front of house, meet and greet roles and reception work. We are always looking for new ideas for volunteer roles and if you think you have a good idea which will allow you to use existing skills or develop new ones we would like to hear it.

## **Joining Us**

All volunteers will follow the same recruitment process.

When a volunteer responds to a volunteer vacancy they will be given a role description and application form to complete. They will then be asked to attend an informal interview. If the interview is successful references will be taken up and once these have been received and are satisfactory the volunteer will be offered a start date. A Criminal Record Bureau Check (CRB) may need to be carried out on the volunteer depending upon the volunteer role and the age of the volunteer.

Volunteers will be informed during the application stage if a CRB check is required.

## **Your Induction**

On your first day with us you will be inducted to your site by your supervisor.

Following this you will be invited to take part in a half day induction programme which will give you an overview of the service, the policies you will need to follow and give you the chance to meet other new volunteers. Your supervisor will let you know the dates for the induction training.

## **Volunteer Agreement**

This Volunteer Agreement describes the arrangement between Leeds Museums and Galleries and you. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding. This document is not intended to be a legally binding contract but an expression of mutual commitment to the volunteer programme.

You should be given a copy of the volunteer agreement when starting your volunteer role. Please find a copy at Appendix 2 for your reference.

## **Whilst You Are Volunteering With Us**

### **Expenses Reimbursement**

As a volunteer you are entitled to claim out of pocket expenses for travel to and from your volunteer role. We will pay for your travel at a rate of the cheapest return journey on public transport. There are exceptions, for example, if you have a disability or your role is based in a rural location. In these circumstances we will pay car mileage to and from your home to our site. If this is the case you should seek approval for your journey before claiming expenses. All expenses claims should be made on the appropriate form, which you can get from your supervisor, within one month of expenditure. We cannot guarantee that claims made after one month will be reimbursed.

### **Breaks, Refreshments and Prayer**

You will be encouraged to take regular refreshment breaks and if your role involves a full day at any of our sites you should take a reasonable lunch break of at least 30 minutes. We do provide tea and coffee for volunteers at most of our sites. Your supervisor will show you where the facilities are. We do not provide food and you



may wish to bring a packed lunch. Due to the nature of our work there are many areas where eating and drinking is not permitted on our sites. You will be advised by your supervisor where you are permitted to eat and drink.

If you need to observe prayer, please let your supervisor know in advance and you will be provided with a suitable quiet space for this purpose.

## **What to Wear?**

This will depend on which site you are based at.

If your role is customer focused we may ask you to wear one of our volunteer T-shirts, this is so that you can be identified as a member of the team and a representative of Leeds Museums and Galleries. If your role is not customer focused you will not be expected to wear a volunteer T-shirt, however you may still wear one if you wish. Your supervisor will be able to advise you which clothing is appropriate for your role and the environment in which you will be carrying out your role.

## **Your Availability**

We expect all of our volunteers to be reliable and available at the times agreed with your supervisor. If you are unavailable during these times we expect you to let your supervisor know. Contact details for all sites can be found at page 3 of this handbook.

## **Keeping a Record of Your Hours**

You should keep an accurate record of your hours. This is so that we can prove the value that volunteers add to our service. Each site will record hours differently so please ask your supervisor how you should record your hours at the site where you perform your volunteer role.

## **Use of Facilities, Telephones and IT**

Use of facilities, telephones and IT will be dependant on your role. You will get guidance on this from your supervisor. We expect all of our volunteers to use the facilities for the purpose they are provided, relating only to your volunteer role and the business of Leeds Museums and Galleries. Personal and private use of facilities is not permitted except for emergency situations where you may need to make a personal telephone call.

## **Important Policies and Procedures**

### **Health & Safety**

Volunteers have rights and responsibilities in relation to health and safety. LMG will ensure that your role is carried out in a safe environment. A risk assessment of all volunteer roles will be carried out and action taken to minimise any identified risks. Volunteers are expected to carry out their role safely and not put themselves or others at risk.

The corporate health and safety policy can be found on the intranet in the following location;

<http://intranet.leeds.gov.uk/files/intranet2008/2009/12/h&s%20policy%20feb%2009.doc>

At your formal induction training day you will receive further information on the health and safety policy and its implications for volunteer roles.

### **Fire Evacuation**

Fire evacuation procedures vary from site to site. You should be informed on your first day what the evacuation procedure is for the site where your role is based.

## **Incident/Accident Reporting**

You should report any accident or incident that you have or witness to a member of staff, your line manager or the Site Development Officer as soon as possible so that an incident/accident reporting form can be completed.

## **Site Security**

Because of the nature of our work site security is very important. You will notice that doors are kept locked. At some of our sites you may sign out a fob for the day to allow access to the area you need to use, however this will vary from site to site and you will be informed of the procedure at your site as part of your induction.

All visitors should be escorted in areas restricted to staff only. If you answer the door to anyone make sure that you check their I.D badge and that they sign in.

If you notice anything suspicious please report it to the Site Development Officer or nearest available member of staff as soon as possible.

## **Out of Office Roles**

If you are required to carry out your role alone and outside of the office you will need to let your supervisor know where you are going, the expected duration and inform them when you return. You should not do so without formal guidance on how to keep yourself safe. It is the responsibility of your supervisor to make sure that you have this information BEFORE you go out of the office.

## **Driving**

Volunteers should not use their car during the course of volunteer duties without discussion and agreement from their supervisor . If agreed, volunteers must inform their insurance company that they intend to do so. Use of a personal vehicle in the course of a volunteer role will not be covered by the LMG insurance policy.

## **Confidentiality**

You may be asked to disclose personal information during the application and recruitment process. Leeds museums and Galleries takes confidentiality very seriously and we will store your data securely and in accordance with the provisions of the Data Protection Act.

In your volunteer role you may have access to confidential information about our service. We expect all volunteers to respect the confidentiality of our service users and staff and not disclose any confidential information accessed in the course of your volunteer role to anybody outside of LMG.

## **Child Protection & Vulnerable Adults**

In your volunteer role with Leeds Museums and galleries you should never find yourself in an unsupervised position with children or vulnerable adults, however Leeds Museums and Galleries does work with vulnerable adults and children and you may come into contact with them in the course of your role.

Everyone has a legal obligation to protect others from harm or risk and if you do have any serious concerns about a child or vulnerable adult it is helpful to record the following:

- the concerns you have
- what actions you have taken
- any physical signs that you have seen
- what the child/vulnerable adult has said
- the observations of any other member of staff

Make sure you inform your supervisor immediately who will ensure the Divisional Child Protection Officer or other relevant person is informed.

## **Young Volunteers**

If you are under sixteen years of age (and where possible under eighteen years of age) and volunteering with us we will need your parent/legal guardian to give their consent for you to carry out your voluntary activity. We will also make sure that any of our staff who are supervising you have been checked by the Criminal Record Bureau (CRB) and you will not be able to carry out any unsupervised voluntary activity. This is because we want to make sure that you are safe whilst volunteering with us.

For all of our roles we will take up two references for volunteers between the ages of sixteen and eighteen.

We will follow the Leeds City Council 'Procedures for Safeguarding and Protecting Children and Vulnerable Adults' in all of our work with young volunteers and we do have a safeguarding champion for the service who supports us in doing so.

## **Equal Opportunities**

We expect all of our volunteers to carry out their role in accordance with the Equality and Diversity Policy, treating all colleagues and service users with respect regardless of their background

“Equal opportunities in the council is about making sure that everyone can fully join in the social, cultural, political and economic life of the city. We are committed to treating our staff, and the people of Leeds, fairly. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religion or belief, social class, gender, sexual orientation, gender reassignment, marital status, responsibility for dependants, trade union activity or for any other unfair reason” (Source: Leeds City Council Equality and Diversity Policy 2008-11).

You will receive further information on Equality and Diversity at you formal induction  
The full policy is available in the following location

<http://www.leeds.gov.uk/files/Internet2007/2008/33/equality%20and%20diversity%20policy.pdf>

## **Volunteer Grievance Guidelines**

We hope that you will enjoy volunteering with Leeds Museums and Galleries and we hope that you never have cause to use the grievance guidelines. However they are in place to ensure that any concerns, problems or complaints you may have are dealt with as quickly and effectively as possible.

As a volunteer with Leeds Museums and Galleries we would expect that you aim to settle most grievances informally. You may consider talking to your supervisor or if you do not feel able you may want to contact the Assistant Curator of Community Involvement at the Discovery Centre site. Most problems can be resolved in this way. Only where efforts to resolve problems informally have failed should the grievance procedure be used.

If you do need to use the volunteer grievance guidelines you should follow the steps set out in the document at Appendix 3 of this handbook.

## **Problems with your role**

If you do have any problems with the tasks you are asked to perform you must speak to your supervisor as soon as possible.

If we have any problems with your role we will discuss this with you. We will make every effort to support you in your role, however we are under no obligation to provide you with a volunteer role and we reserve the right to terminate your volunteer placement should problems be unresolved.

## **Insurance and Risk**

All volunteers will be covered by Leeds City Council's Employee Liability Insurance. This does not cover you for use of your own car in the course of your volunteer role. Please see **Driving** (Page 10).

## **Volunteering While Receiving Benefits**

You are allowed to volunteer whilst claiming state benefits, including means-tested benefits such as Jobseeker's Allowance, Incapacity Benefit and Income Support. There are some guidelines and rules which claimants should be aware of, as they will need to comply with these. You should talk to your local jobcentre for further information about volunteering whilst in receipt of benefits.

If you do start volunteering you have a duty to tell your advisor at the jobcentre that you are volunteering.

If you have any problems with your local Jobcentre Plus because you want to volunteer please speak to us and we can provide you with a letter for the Jobcentre detailing your role and details of reimbursement of out of pocket expenses.

## **Moving On**

### **Working with Leeds Museums and Galleries?**

Volunteering does not necessarily lead to a job with Leeds Museums and Galleries. All jobs are advertised on the Leeds.gov.uk website and in the Vacancies bulletin. All volunteers will be given access to the vacancies bulletin and may apply for vacancies should they meet the criteria.

## **References**

We will provide onward employment references for volunteers on request following a regular volunteering role and provided that you are known to the organisation and we still have your details on file (usually six months following exit).

## **Exit Process**

If you decide to leave us for any reason we would like it if you could give us some notice of your decision. We will ask you to complete a short form (optional) detailing

your reasons and ask for your feedback on the volunteer experience . This is so that we can continually review and improve the volunteer programme. We appreciate your honest feedback.



## **Appendix 1**

# **LEEDS MUSEUMS AND GALLERIES VOLUNTEER POLICY**

## **1. Introduction**

1.1 Leeds Museums and Galleries (LMG) offers an exciting programme of exhibitions, events and family activities for everyone to enjoy, across nine sites, and cares for the city's collections at our purpose built Discovery Centre site.

## **2. Volunteers**

2.1 LMG has a commitment to the involvement of volunteers and believes that volunteers play a vital role in extending the scope of our work allowing us to add value to our services and helping to meet service need or demand which would not otherwise be possible.

LMG recognises that volunteers may be different from paid staff in terms of age, race, cultural background, socio-economic background and educational level and will help to diversify and strengthen the workforce as well as offer a wide range of skills and enthusiasm.

2.2 LMG undertake to increase volunteer opportunities by giving consideration to the potential for volunteer roles in all project planning and including volunteer cost in funding applications for new projects .

## **3. Role of the volunteer**

3.1 Volunteering is defined as “unpaid activity where someone gives their time to help an organisation or an individual who they are not related to” (Volunteering England).

3.2 The volunteer role is on the basis of a mutual agreement between LMG and the volunteer and is binding in honour only. There is no enforceable

obligation, contractual or otherwise, on volunteers to attend, give or be set a minimum amount of time or carry out the tasks provided. LMG is under no obligation to provide regular work or provide payment or other benefit for any activity undertaken.

3.3 Volunteer roles play an important role in the operation of LMG and volunteers will, in all roles and at all sites, be representatives of LMG and should at all times conduct themselves in an appropriate manner.

3.4 LMG will not introduce any volunteer role where this would replace or substitute a paid employment opportunity or affect the content of an existing paid job description. Volunteers will not in any circumstance be required to carry out the duties of a paid member of staff, cover a vacant post, cover for sick or annual leave or substitute in any other way the work of paid staff.

3.5 Volunteer roles will supplement and support the work of paid staff adding value to existing services.

3.6 LMG will fully consult with Trade Union Officials on the volunteer policy and programme and any subsequent changes to it.

## **4 Recruitment and Selection**

4.1 Volunteers at all sites will follow the same recruitment and selection procedure.

4.2 All prospective volunteers will be given a role description, and application form to complete and return.

4.3 When a completed form is received the prospective volunteer will be contacted by the member of staff responsible for the role and an informal interview will be arranged to discuss skills, role and expectations.

4.4 Following a successful interview the person responsible for the role will

request references (at least one) from the details given on the application form. A Criminal Record Bureau Check (CRB) will be requested at this stage if applicable. This will be in cases where the volunteer will be working with children or vulnerable adults and the requirement will be stated within the role advertisement and role profile.

4.5 LMG reserves the right to determine that a prospective volunteer may not be appropriate. However, every effort will be made to signpost unsuccessful applicants to other local volunteering opportunities.

4.6 Successful applicants will be asked to agree to the terms of the Volunteer Agreement. The Volunteer Agreement is a document setting out the guidelines on mutually agreed undertakings between the Volunteer and LMG. This agreement can be terminated by either party at any time and is not intended to be a contract nor is it legally binding.

4.7 Targeted community volunteer projects may operate differently at the discretion of the management where this will facilitate ease of inclusion (for example where a prospective volunteer is unable to complete an application form step 4.2 may be omitted).

## **5. Equality and Diversity**

5.1 Volunteers will not be paid for the work they carry out. However, in all other respects volunteers are entitled to be treated on an equal basis with paid staff.

5.2 Volunteering opportunities are open to everyone regardless of gender, ethnic origin, cultural background, marital status, disability, sexual orientation, religious belief, age, being an ex-offender or because of responsibility for dependants. LMG will seek to make our volunteer roles accessible to as wide an audience as possible and will consider the profile of the Leeds communities in its volunteer recruitment process. In addition we will seek to consult with a range of communities, groups and individuals in order to develop the volunteer programme.

5.3 LMG have a commitment to equality and diversity principles and will seek to challenge all forms of prejudice and discrimination.

## **6. Management of Volunteers**

6.1 It is the role of the volunteer's mentor (supervisor) to offer support and supervision to volunteers volunteering with LMG. Regular support and supervision sessions will be offered to volunteers and the mentor will be available to deal with any questions or problems that volunteers within the service may have.

6.2 All volunteers will receive an induction into the service and the role they will carry out. This will include a general induction to the volunteer role and the site followed by a one day induction training session which will offer more indepth information on volunteering with LMG.

6.3 All volunteers will receive the training required to carry out their role. Other additional training needs that may arise during the course of volunteer roles can be discussed with the volunteer mentor. It is not the policy of LMG to provide training to volunteers in areas which do not directly relate to the volunteer role.

## **7. Policies and Procedures**

7.1 All volunteers are bound to carry out their role in accordance with the Equality and Diversity Policy, Health & Safety Policy, Confidentiality Policy and Grievance Guidelines. Further information can be found in the volunteer handbook.

7.3 All volunteers will be covered by Leeds City Council's employee liability insurance.

## **8. Expenses**

8.1 Where volunteers are entitled to claim out of pocket expenses they will be informed of this by their mentor.

8.2 Volunteer expenses will cover out of pocket expenses for travel to and from the place of volunteering only unless otherwise stated at time of application, and will only be paid on production of valid ticket for travel.

8.3 Volunteers are asked to use the cheapest form of public transport available. The maximum reimbursement payable for a return journey is £5.00. In exceptional cases such as where the volunteer has a disability, is working in a rural location or would otherwise be prevented from volunteering by this limit additional amounts will be reimbursed however. If this is the case volunteers are expected to seek authorisation from their mentor in advance of travel.

8.4 Claims must be submitted within one month of the expenditure, claims submitted after this time will not be accepted unless failure to claim is due to mitigating circumstance.

## **9. Time Off**

9.1 Volunteers are entitled to time off for holidays, sickness and emergencies. It is expected that advance notification of time off for holidays will be given to the supervisor mentor.

9.2 As volunteers are not paid members of staff, they will not be required to complete in self-certification sickness forms or provide GP sickness certificates for periods of sickness. It is expected that the volunteer will give notice of any periods of sickness to their mentor. Expenses can not be paid for the time period of the volunteer's absence.

## **10. Confidentiality**

10.1 LMG will take appropriate measures to maintain confidentiality concerning the personal details of volunteers and will do so in accordance with Data Protection principles.

10.2 In return volunteers are required to respect the confidentiality of LMG staff and service users.

## **11. Health and Safety**

11.1 Volunteers must work safely and not put themselves or others at risk. All health and safety policies and procedures apply equally to staff and volunteers. Guidance on the Health and Safety Policy can be found in the Volunteer Handbook.

11.2 Everyone has a legal obligation to protect others from harm or risk. LMG does work with vulnerable adults and children. Any concerns a volunteer has about a child or vulnerable adult should be raised with their mentor, however if the concern is about them or they are not happy to discuss it with the mentor, the volunteer should contact the Site Development Officer or the Keeper for the site.

11.3 Volunteers should not use their car during the course of volunteer duties without discussion and agreement from their mentor. If agreed, volunteers must inform their insurance company that they intend to use their car for the purpose of volunteering. Use of a personal vehicle in the course of a volunteer role will not be covered by the organisation's insurance policy.

## **12. Young Volunteers**

12.1 LMG does work with young volunteers under the age of eighteen. We will take appropriate measures to safeguard young people in voluntary activity in line with Leeds City Council 'Procedures for Safeguarding and Protecting Children and Vulnerable Adults'. We also have a supervisor safeguarding champion for the service.

12.2 All staff who are responsible for young volunteers should be checked by the Criminal Record Bureau (CRB). We are unable to carry out CRB checks on volunteers under the age of eighteen however we shall follow up two references for volunteers between the ages of sixteen and eighteen.

12.3 We will seek parental consent for voluntary activity from the parent/legal guardian of all volunteers under the age of sixteen and where possible for volunteers between the ages of sixteen and eighteen. Details of the voluntary role, location and times of participation will be provided to parent/legal guardian.

12.4 Young volunteers will not be placed in any unsupervised voluntary roles either at or away from Leeds Museums and Galleries sites and will not be left to supervise other young people or be responsible in any capacity for members of the public including children visiting our sites.

### **13. Grievance Procedure**

13.1 Any volunteer has the right to complain if they are unhappy or feel that they have not been treated fairly. The Grievance Guidelines can be found in the Volunteer Handbook.

### **14. Gifts**

14.1 It is the policy of LMG that neither members of staff nor volunteers should accept gifts or money from members of the public unless they be viewed as being a form of advertising material such as a calendar, pen etc. All such gifts must clearly have the promotional organisation's details displayed. All other gifts should be politely but firmly refused.

## **Appendix 2**

### **Volunteer Agreement**

This Volunteer Agreement describes the understanding between Leeds Museums and Galleries and you.

Please read the Volunteer Agreement carefully.

Part 1:

We, Leeds Museums and Galleries, will do our best:

- to introduce you to how the organisation works and your role in it and to provide any training you need appropriate to your role.
- to provide regular meetings with your mentor so that you can tell us if you are happy with how your work is organised and get feedback from us. Your mentor's name is .....
- to respect your skills, dignity and individual wishes and to do our best to meet them.
- to consult with you and keep you informed of possible changes.
- to insure you against injury you suffer or cause due to negligence.
- to provide a safe workplace.
- to treat you in accordance with our Equality and Diversity Policy
- to give you access to grievance resolution guidelines if there is a problem

Part 2:

As a volunteer you are expected to:

- carry out your role with regard to the Council's Health and Safety Policy
- abide by the council's Equality and Diversity Policy
- attend according to the arrangement you have with your supervisor.
- notify your supervisor if you are unable to attend.
- treat your site of placement and the people who work there with care and respect.
- treat the museum collections with care and respect.
- attend appropriate training
- raise any concerns or problems you may have with your supervisor.



**In accepting your volunteer role you are agreeing to abide by these principles. *This agreement is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither party intends an employment relationship to be created either now or at any time in the future.***

## Appendix 3

### Volunteer Grievance Guidelines

1. A volunteer who wishes to follow the grievance guidelines should:

1.1 Raise the grievance without unreasonable delay in writing to your mentor. If your grievance is with this person you may wish to send it to the Assistant Curator of Community Involvement at the Discovery Centre Site.

1.2 A meeting will then be held with you within ten days if possible. At this meeting you will be asked to explain your grievance and how you think it could be resolved. Following the meeting you will receive a letter stating what action, if any, is considered appropriate.

1.3 If this does not resolve the matter to your satisfaction, you can appeal to the person who dealt with your grievance. The appeal should be in writing and set out the reasons why you don't agree with the outcome, this should be done within 10 days of receiving the letter.

1.4 A meeting will be held as soon as is possible to hear the reasons for your appeal and you will be sent a letter detailing the outcome without undue delay.

1.5 If we are unable to resolve your grievance at this stage it may be appropriate to suggest that the volunteering agreement comes to an end . We will, where possible signpost you to alternative local volunteering opportunities.

1.6 At all meetings you may be supported by a person of your choice not acting in a professional capacity (e.g. a friend or family member).

*These grievance guidelines are intended to provide a fair resolution process for volunteer grievances. It does not imply any employment relationship at this time or any time in the future. Leeds Museums and Galleries is under no obligation to provide volunteer roles and we may terminate a volunteer role at any time without recourse to these guidelines.*

