

# **Queen's Students' Union Student Volunteering Policy and Procedures**

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## **1.0 Introduction**

Queen's Students' Unions' vision is to make student life at Queen's University **enriching, rewarding and fun!** Queen's Students' Union will reach out to every student and provide the services and support they need to make the most of their time at Queen's University.

Volunteer SU believes that providing tailored volunteering opportunities for students to participate in, not only contributes to Queen's University Students' Unions' vision but enables students to make a positive change to the world around them.

Volunteer SU provides a brokerage service, matching students up to the many volunteering opportunities of external volunteer involving organisations. Volunteer SU also provides advice to students and staff who have a voluntary/charitable idea. Alongside ensuring student volunteering is rewarded and recognised, Volunteer SU co-ordinates three flagship initiatives:

- Homework Clubs – student volunteers supporting young people living in areas of educational underachievement to improve their study skills, build their confidence and raise their educational aspirations
- Inspiring Leaders – a skills development programme for students volunteering in positions of leadership
- Handy Helpers – a pool of student volunteers who participate in a range of one-off volunteering opportunities which address local community/resident needs

This Volunteering Policy outlines methods of recruitment, support procedures and mechanisms in place to safeguard student volunteers. In addition, it highlights structures in place to ensure the effort and motivation of student volunteers is recognised, encouraged and championed, and that the services of Volunteer SU benefits all parties; students, beneficiaries, volunteer involving organisations, community groups, local residents and Queen's Students' Union.

This policy should act as a guide for both student volunteers and volunteer involving organisations in order to clearly highlight expectations of and responsibilities to student volunteers, as well as best practice processes in volunteering.

## **1.1 The Value of Volunteering at Queen's Students' Union**

Volunteer SU is 'Serious About Your Success' (Queen's Students' Union, Strategic Plan 2015-2020) and strives to involve students in valuable volunteering activities to ensure students develop their skills and experience and are empowered to fulfil their potential. Volunteer

SU believes students can make a positive and powerful contribution to the world around them by volunteering!

Volunteering is beneficial to students in a number of ways:

- Volunteering provides opportunity for skills development and work related learning that cannot be achieved from academic studies alone
- Volunteering enables students to interact with local residents and organisations, enhancing the sense of community, as well as aiding students to build their social and professional networks
- Student volunteers positively impact on their community by engaging in local volunteering opportunities and by establishing and delivering their own student-led projects
- Volunteering allows students to challenge themselves by doing something completely different or to stimulate their interests by doing something they are passionate about
- Volunteering also has a secondary effect, the feeling of reward from doing good increases resilience and promotes mental and physical health:

*'Evidence shows that helping others is actually beneficial for your own mental health and wellbeing. It can help reduce stress, improve your emotional wellbeing and even benefit your physical health.'*

(DOING GOOD DOES YOU GOOD:

A pocket guide to helping others, Mental Health Foundation)

## **1.2 Who is a Student Volunteer?**

*'Volunteering is the commitment of time and energy, for the benefit of society and the community, the environment, or individuals outside (or in addition to) one's immediate family. It is unpaid and undertaken freely and by choice'.*

(Join In, Get Involved: Build a Better Future, Department for Social Development, 2012)

Where a student is committing time and effort for free to benefit others, animals or the environment; they are a student volunteer. This activity can be carried out within Queen's, within the local community, with an external volunteer involving organisation or with a global organisation (see 7.0).

There are a range of roles across Queen's University and Queen's Students' Union which are voluntary (and often students do not recognise these positions as volunteering):

- Committee member of a club or society
- Active member of a voluntary/charitable society
- Committee member or active member of RAG (Raise and Give)
- School/Course/Class Rep
- Member of Student Council

- Homework Clubs volunteer
- Handy Helper
- Peer Mentor
- Queen's Ambassador
- Green Impact Assistant
- International Buddy
- SWAG member
- Residential Assistant
- Mind Your Mood Board Member
- Helping out at Chaplaincies
- STEM Ambassador
- Library Ambassador
- Queen's Sport volunteers

The list above is not exhaustive of the volunteering opportunities available at Queen's and the Students' Union, but highlights some popular positions that a student may be participating in without realising they are also volunteering.

## **2.0 Finding the Perfect Volunteering Opportunity**

Volunteer SU will use the following methods to promote a wide range of volunteering related opportunities:

- <http://www.qubsu.org/VolunteerSU/Opportunities/>
- Volunteer SU e-newsletter
- Plasma screens across campus
- Volunteer SU social media
- Leaflets and posters
- MyFuture
- Presence at student networking events e.g. Freshers' Fair

The Students' Union will also be implementing an Integrated Management System which will be utilised to promote volunteering related opportunities in due course.

Students are encouraged to make contact with Volunteer SU to assist them in finding their perfect volunteering opportunity. Volunteer SU can be contacted via the following:

- Email: [volunteer@qub.ac.uk](mailto:volunteer@qub.ac.uk)
- Phone: 028 909 73951
- Web query form:  
<http://www.qubsu.org/Volunteering/Iwanttobecomeavolunteer/Form/>
- Drop-In: There is a weekly drop-in during semester time where students can call in to talk to the Volunteer SU team on Mondays between 2 and 3pm.

Volunteer SU acts as a brokerage service using their contacts to research and assist students in finding their perfect volunteering opportunity. Where possible, Volunteer SU will also attempt to match all potential student volunteers to their desired area of voluntary activity. Where a student is unsure about the area in which they would like to volunteer or are interested in several different activities, Volunteer SU has information on a vast range of volunteering opportunities ranging from one-off events, to those roles that require a more regular commitment. Some examples of voluntary activity are:

- Administration
- Advice
- Animals
- Art
- Befriending
- Campaigning
- Children
- Conservation
- Counselling
- Crime/Victims
- Disability
- Drugs/Alcohol
- Education
- Environment
- Ethnic Minorities
- Events
- Fundraising
- Health
- Homelessness
- Human Rights
- Men
- Mental Health
- Mentoring
- Older People
- Refugee/Asylum Seekers
- Sports
- Unemployment
- Women
- Young People

Students will be provided with the web links or relevant volunteer co-ordinator contact details for at least 2 options in each area of interest they have expressed. Using the information provided, the student can initiate the volunteer recruitment process should they wish to pursue any of these opportunities.

Should the volunteer involving organisation not reciprocate contact with the student within a reasonable amount of time, the student is encouraged to make Volunteer SU aware so they can support the student to access the opportunity.

Where appropriate, students may be able to experience several volunteering opportunities in order to find the right role for them e.g. Volunteer SU also coordinates the Handy Helpers initiative which enables students to try out a range of volunteering activities.

Volunteer SU also facilitates various events throughout the academic year to promote student volunteering options e.g. Hungry for Change (a volunteering and social justice fair).

### **3.0 Volunteer SU's Responsibilities to Students**

Queen's Students' Union Volunteering Policy is reinforced by the following principles:

- Volunteer SU will not introduce volunteers to voluntary roles which replace paid staff
- Volunteer SU will not promote unpaid or 'voluntary' internships; believing interns should be financially compensated for their work, creating equal opportunities for all students, as opposed to an opportunity for those few who can afford to work for free
- Volunteer SU will not promote voluntary opportunities with unfamiliar, unlawful or discriminatory organisations
- Volunteer SU will only promote volunteer involving organisations which have a volunteering policy in place and are appropriately insured to involve volunteers
- Volunteer SU will promote activities which are of real benefit to the community and rewarding/valuable for the student volunteer
- Volunteer SU will strive to ensure that recommended volunteering roles are tailored to the interests of individual students
- Volunteer SU will ensure mechanisms are in place to ensure student volunteering is valued, recognised and celebrated e.g. Millennium Volunteers, Prestige Volunteers, Degree Plus, and Inspiring Leaders
- Volunteer SU will provide students with all the necessary information and guidance to allow students to successfully engage in Handy Helpers, Homework Clubs and Inspiring Leaders.

### **3.1 Volunteer Involving Organisations / Queen's Directorates' Responsibilities to Student Volunteers**

Where a student has been successfully recruited for a voluntary role, they should receive the following:

- A role description

- Induction session to include a tour of the premises, Health and Safety information and essential/relevant policy/procedure information, including timekeeping, rota etc.
- Where a volunteering role involves specialist support e.g. befriending individuals with poor mental health; specific training should be provided and regular supervision given to ensure the student volunteer is confident and competent in the role
- A named supervisor who has the relevant knowledge and experience to support the student volunteer. Student volunteers should have their supervisor's contact details (in case of queries, problems or needing to pass information on)
- Recognition of the value of their contributions, whether communicated informally through feedback and conversation or formally, for example, certificates
- Access to ongoing training opportunities
- Access to relevant policies e.g. Volunteering, GDPR, Health and Safety, Equal Opportunities, Safeguarding Children and Vulnerable Adults Policy etc.
- A clear policy on the reimbursement of volunteers' out of pocket expenses which is rooted in the organisational ethos, and which takes account of the organisation's financial situation
- The necessary resources and materials to carry out their role
- Appropriate insurance cover e.g. public liability
- Student volunteers are informed of all relevant changes in the organisation which affect their role
- Student volunteers leaving an organisation / project, who have made a regular commitment to it, are able to ask for a reference
- Student volunteers should be encouraged to make known their views about the organisation or the projects they were involved in, including the organisations' policies and procedures, and have the opportunity to contribute to decision making

### **3.2 Student Volunteers' Responsibilities to Volunteer Involving Organisations / Queen's Directorates**

- Where a student is considering a volunteering role, they should carefully consider if they have the availability and skills to meet the requirements of the role
- Where a student commits to a specialist volunteering role e.g. befriending, the beneficiary relies on consistency, so student volunteers must be able to commit fully to their role
- Students should carry out the tasks of the volunteering role to the best of their ability
- Where a volunteer role is not working out for a student volunteer, for whatever reason, student volunteers should inform their allocated supervisor. If the student volunteer feels they cannot speak to their supervisor, they should approach Volunteer SU for advice

- Where volunteers cannot make a volunteering session, they should let their supervisor know as soon as possible
- To adhere to all relevant policies e.g. Volunteering, /GDPR, Health and Safety, Equal Opportunities, Safeguarding Children and Vulnerable Adults Policy etc.
- Discuss with supervisor, if any change in circumstances, or if a health or personal issue should arise which might be relevant to their participation, to ensure that appropriate support is offered

### **3.3 Student Volunteers' Rights within Volunteer Involving Organisations / Queen's Directorates**

- Student volunteers do not have to carry out any voluntary task they feel to be inappropriate or unrealistic
- If a student volunteer feels unprepared or overwhelmed by a voluntary role, they can ask their supervisor for extra training or support
- Student volunteers are free to stop volunteering at any time; however as volunteering relationships are based on honour, student volunteers should inform their supervisor about their decision, giving as much notice as possible
- Student volunteers have a right to make known their views about the organisation or projects they are involved in, including the organisation's policies and procedures

### **3.4 Student Volunteers' Responsibilities to Queen's Students' Union**

- Student volunteers should always act as an ambassador for Queen's Student's Union
- Student volunteers should champion the ethos of volunteering, promoting the benefits of volunteering in their conversations with others and encouraging non-volunteering students to get involved
- Student volunteers aged 25 and under are eligible for the Millennium Volunteers Award and student volunteers aged 26 and over are eligible for Prestige Volunteers. Students should consider signing up for the award when they start volunteering so they can log their hours of volunteering in order to gain official recognition of their volunteering
- Student volunteers are eligible for Degree Plus and are encouraged to complete the volunteering Degree Plus pathway which suits them
- Queen's Students' Union are very proud of student volunteers and from time to time will gather information for case studies, good news stories and press releases; student volunteers may be asked for consent for their volunteering information and photos to be used
- If a student has a negative volunteering experience, they are encouraged to make Volunteer SU aware to enable Volunteer SU to provide support and address the situation

#### **4.0 Student-Led Volunteering Initiatives**

Volunteer SU supports a wide range of student-led projects, from campaigns to voluntary/charitable societies. These projects offer a range of opportunities within the community. Student-led initiatives provide students with the opportunity to develop skills such as leadership, project planning, teamwork skills and gives students real ownership of individual projects.

Where a student or group of students have a charitable/voluntary idea, the staff at Volunteer SU are available as a point of contact for advice around best practice in setting up their project as well as the ongoing development of the project.

#### **5.0 Training**

When a student starts volunteering, they should be given induction training or indeed specialised training if required. Throughout a student's volunteering experience, where possible, further training, informal learning and personal development opportunities should be provided. The volunteer involving organisation or the Queen's directorate who provide the volunteering opportunity are responsible for this.

Throughout the academic year, Volunteer SU will promote and deliver a range of information sessions and training for beginner student volunteers e.g. taster sessions with external organisations, specialised workshops for Handy Helpers/Homework Clubs volunteers or programmes for experienced volunteers in positions of leadership e.g. Inspiring Leaders.

Training/workshops will be promoted via student email, the Volunteer SU e-newsletter, social media or the web link: <http://www.qubsu.org/VolunteerSU/Training/>

#### **5.1 Ongoing support**

The assigned supervisor at a specific volunteering role should provide structured support for the student volunteer in relation to the particular voluntary role e.g. group supervision, one to one meetings, goal setting etc. This enables student volunteers to share highlights, discuss progress and problem solve. If a student volunteer has any issues of an urgent matter, they should contact their assigned supervisor as soon as possible. Student volunteers can also contact Volunteer SU for volunteering advice and support.

#### **6.0 Student Volunteer Recognition**

Student volunteers are extremely important and Queen's Students' Union makes every effort to ensure student volunteers are recognised and celebrated.

All student volunteers aged 25 and under are eligible for the Millennium Volunteers Award and student volunteers aged 26 and over are eligible for the Prestige Volunteers Award (each Award providing volunteering certificates evidencing 50, 100 and 200 hours of volunteering). Student volunteers should contact [volunteer@gub.ac.uk](mailto:volunteer@gub.ac.uk) to register and they will then be given access to a record book. Students are responsible for recording their hours of volunteering in the record book. Certificates will be issued as soon as volunteering hours are verified. Those student volunteers who achieve 200 hours of Millennium Volunteers will be invited to an annual awards ceremony hosted by Volunteer Now.

Degree Plus is open to all undergraduate students, Graduate Plus is open to postgraduate taught students and Researcher Plus is open to postgraduate research students. There are 6 routes to Degree Plus/Graduate Plus/Researcher Plus through volunteering and details of how to achieve these are below:

### **Route A - Millennium Volunteers / Prestige Volunteers**

Students must complete 200 hours of Millennium Volunteers or Prestige Volunteers (these hours will be verified by a volunteering supervisor) over the course of their studies. Upon successfully verified completion of 200 hours, students must submit a 500 word essay to [volunteer@gub.ac.uk](mailto:volunteer@gub.ac.uk) detailing how volunteering has impacted on their personal and professional development, by 1st April (summer graduation) or 1st October (winter graduation) on the students' year of graduation.

### **Route A – Inspiring Leaders**

Students must attend 100% of the Inspiring Leaders programme, complete 50 hours of volunteering, deliver a group presentation on a leadership skill put into practice and present an individual pitch on how Inspiring Leaders has influenced their career vision. Upon delivery of the group presentation and individual pitch, students will receive instant feedback from a panel of employers.

### **Route A – Homework Clubs**

Students must attend Homework Clubs induction training organised by Volunteer SU and complete the following across a single academic year:

- Volunteer at a minimum of 5 homework club sessions
- Participate in at least two specialised workshops organised by Volunteer SU
- Complete and submit a record book, detailing hours spent volunteering and write a 500-550 word reflective journal about volunteering with Homework Clubs

### **Route A - Handy Helpers**

Students must complete the following:

- Participate in a minimum of 7 Handy Helpers community volunteering activities throughout the academic year

- Participate in at least 2 specialised training sessions
- Commit to at least 3 hours of volunteering as a Queen's Big Give Ambassador (an end-of-the-year recycling campaign, encouraging students to donate unwanted goods to charity)
- Write a 500-word reflective blog post about their experience participating in the Handy Helpers initiative
- Submit a volunteering logbook as evidence of the hours they have contributed to volunteering as a Handy Helper

### **Route A – Global Volunteering or Charitable International Challenge/Adventure**

Volunteer SU will be implementing this pathway to Degree Plus in due course and policy will be updated accordingly.

### **Route B – Combined Pathway**

This route offers students the opportunity to create their own personalised Degree/Graduate/Researcher Plus award by combining a range of smaller activities (volunteering can be one of these) and applying for accreditation through a Route B application which must be submitted by 1st April (summer graduation) or 1st October (winter graduation) on the students' year of graduation.

For more information, access the following link:

<https://www.qub.ac.uk/directorates/degreeplus/RouteB/>

## **7.0 Global Volunteering**

There are a wide range of organisations offering international volunteering opportunities. Whilst volunteering on a global scale is a valuable and rewarding experience, there are a number of issues to consider e.g. substantial fees to 'fundraise', accommodation, travel, visas and immunisations. Volunteering internationally can be a complex process and unfortunately there have been cases of disreputable broker companies pocketing a percentage of fundraised monies (which should go towards travel, accommodation and food for the volunteer as well as a contribution to the charitable efforts of the organisation).

Volunteer SU have a vetting process in place to ensure the global volunteering opportunities promoted are legitimate and safe for students to participate in. Volunteer SU's vetting process involves the global volunteering provider supplying a copy of their volunteering policy and relevant insurance cover note. Volunteer SU also assess the following information:

- Testimonies **directly** from students/recent graduates (preferably Queen's) verifying the experience they had with the organisation
- The support the organisation provides to volunteers pre-departure and during the global volunteering opportunities

- The costs associated with the global volunteering opportunities (travel, VISA, vaccinations, accommodation, food, fundraising for the charity etc.)
- The opportunities (if any) for students to continue the relationship with the organisation upon return to Belfast

Government funded schemes such as EVS and ICS/VSO which incur little or no expense to the student volunteer will be promoted as well as trusted local organisations (some of which have a student-led branch) e.g. Serve, Ten Foundations and Habitat for Humanity.

Where a student wishes to participate in global volunteering, Volunteer SU strongly urges them to research their options and avail of Volunteer SU approved organisations / schemes. Volunteer Now have produced a document called Steps around the World to support young people considering global volunteering:

<http://youngcitizens.volunteernow.co.uk/why-volunteer/overseas-volunteering>

Volunteer SU cannot provide financial assistance for global volunteering roles or consular advice for any problems encountered whilst a student is volunteering overseas.

### **8.0 Political Volunteering**

Volunteer SU does not promote volunteering opportunities of a political nature which ensures a student does not feel excluded from a volunteering opportunity, irrespective of their political beliefs.

However where a student has a particular political interest, opportunities exist to join an existing student-led society or create a new student-led society.

### **9.0 International Student Volunteers**

Students who are a Non-EU/EEA/Swiss national must ensure that they are not working or completing voluntary work more than what their visa permits. For example, students who are studying at degree level or above on a Tier 4 Student visa cannot work more than 20 hours per week during term time (term time can vary depending on the level of study or research). Queen's University applies this term time restriction throughout the academic year – any variation in policy will require the Tier 4 student to obtain written permission from International Student Support.

There is a difference between unpaid employment (voluntary work) and volunteering, and students should check with the organisation which offers them a volunteering opportunity, whether it can be regarded as unpaid employment. This is because time spent doing unpaid employment counts towards a students' maximum number of hours of work a week.

Students can volunteer only, providing it meets the definition outlined on pg.13 here:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/810901/short-term-students-v10.0-ext.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/810901/short-term-students-v10.0-ext.pdf)

A breach of working conditions or work prohibition is treated very seriously by the Home Office and can result in a students' visa being curtailed (cut short) and future applications being declined.

If in doubt, students can contact International Student Support at [iss@qub.ac.uk](mailto:iss@qub.ac.uk) for advice.

### **10.0 References**

Volunteer SU can only provide verification of a students' participation in Inspiring Leaders, Homework Clubs, Handy Helpers or Millennium Volunteers/Prestige Volunteers. Volunteer SU can only provide verification of a students' participation in aforementioned activities whilst they are still a student or for a period of 12 months after they graduate. Where a student volunteer requires a detailed reference, it is recommended that they seek this from their supervisor at their volunteering role.

### **11.0 Volunteering Working Group**

Volunteer SU co-ordinates a volunteering working group made up of University staff and Students' Union staff alongside students who have a vested interest in volunteering. The group occurs bi-annually and is chaired by the elected Students' Union Activities Officer. The volunteering working group's role is to share information, promote volunteering initiatives throughout the University and input into the direction of Volunteer SU activity.

### **12.0 Access NI Checks (Criminal Background Checks)**

For some volunteering roles, there is a requirement for an Access NI Check. Positions which require Access NI checks are roles which involve Regulated Activity as defined by the Safeguarding Vulnerable Groups (NI) Order 2007 (as amended by the Protection of Freedoms Act 2012).

See here for more information on Regulated Activity:

<https://www.nidirect.gov.uk/articles/regulated-activity-vulnerable-groups>

An Enhanced Access NI check is a legal requirement for those volunteering in positions regarded as Regulated Activity. Volunteer SU does not process Access NI checks for volunteers placed within charities/community groups, as the role of Volunteer SU is to act as a brokerage service for volunteers, and safeguarding procedures are the responsibility of the volunteer involving organisations. An Access NI Check involves the individual submitting an online application form and presenting 3 forms of authorised ID to the volunteer

involving organisation. The check will then be processed – this takes approx. 2-4 weeks and a certificate of the outcome will be sent to the individual.

If there are no disclosures on the Access NI digital certificate, there is usually no problem in the student starting their volunteering role (pending suitable references, if required). If there is a criminal offence(s) on the certificate, the individual will receive this by post. The volunteer involving organisation will assess the relevance of the conviction and risk issues in light of the duties and the responsibilities of the particular role. They may decide to talk this through with an individual before making a final decision on whether to accept them.

### **13.0 Confidentiality / GDPR**

All student volunteers must handle confidential information and associated materials in accordance with the confidentiality / GDPR procedures set in place by the relevant volunteer involving organisations or directorate.

Volunteer SU also collects the relevant personal data of student volunteers to keep in touch with them and assist with the evaluation of Volunteer SU activity. In line with GDPR procedures, all personal information provided to Volunteer SU will be treated in the strictest confidence and will not be passed onto any third party without explicit student consent.

The Students' Union Privacy Notice can be viewed here:

<http://www.qubsu.org/media/Media,825716,en.pdf>

### **14.0 Expenses**

Volunteer involving organisations / directorates should have a clear policy on the reimbursement of volunteers' out of pocket expenses. This should also be rooted in their organisational ethos, and take account of the organisation's financial situation. The Volunteer involving organisations / Queen's directorates are encouraged to reimburse volunteer expenses, such as travel expenses to and from the place of volunteering so as to remove this barrier to volunteering. It should be noted that there are organisations/directorates who do not have the funds to reimburse out of pocket expenses. Volunteer SU will provide clear information re: location of such opportunities which are not local and may incur expense to travel to. Students should carefully consider signing up for any volunteering activity which does not reimburse out of pocket expenses.

### **15.0 Special Assistance**

Volunteer SU are committed to promoting diversity and inclusion, and to remove any barriers that may restrict a students' participation in volunteering. If a student requires any special assistance in order to fully engage in a volunteering activity, Volunteer SU will do all

it can to support and help with specific requirements, including looking at alternative means of transport, adaptive tools, or a 'buddy' to accompany the student to their chosen activity.

The Equality and Diversity Policy is available at the following link:

<https://www.qub.ac.uk/directorates/HumanResources/DiversityandInclusionUnit/PoliciesandProcedures/EqualityandDiversityPolicy/>

### **16.0 Health and Safety & Insurance**

All student volunteers who are volunteering within Queen's are covered by Queen's Health and Safety Policy and insurance policy. Queen's University and Queen's Students' Union endeavours to ensure that students will only volunteer in conditions which are safe.

The Health and Safety Policy is available at the following link:

<http://www.qub.ac.uk/directorates/HumanResources/OccupationalHealthandSafety/HealthandSafetyPolicy/>

All external volunteer involving organisations should ensure that new volunteers receive a full briefing on health and safety and insurance policies in place as well as ensuring student volunteers can access these policies.

### **17.0 Complaints and Feedback**

Volunteer SU aims to identify problems at the earliest possible stage and will support students to resolve any issues that may arise as a result of their volunteering.

Any student, staff, or charity/community group partner can contact Volunteer SU if they have a relevant complaint or concern. Contact details are as follows:

[volunteer@qub.ac.uk](mailto:volunteer@qub.ac.uk)

028 909 73951

Volunteer SU will endeavour to work with the complainant to resolve the issue.

Where a complaint is about Volunteer SU, the complainant may liaise with the Students' Union Director at:

Queen's University Belfast Students' Union

3 Elmwood Avenue

Belfast

BT9 6AY

Tel: 028 909 73723

All student volunteers are actively encouraged to provide feedback on all volunteering matters at Queen's Students' Union and associated volunteer involving organisations / Queen's directorates, to Volunteer SU or by speaking with the elected Students' Union

Activities Officer. Any student, staff, or charity/community group partner can also provide feedback via the following webpage:

<http://www.qubsu.org/ComplaintsProcedure/Form/> and comments will be responded to within ten days.

Volunteer SU also carries out evaluations of its programmes, which are valuable in gathering opinions, thoughts and comments from participants.

**This policy will be reviewed on a two-yearly basis to ensure the continued development of Volunteer SU, and the next policy review will therefore take place in November 2020.**

### **References**

DOING GOOD DOES YOU GOOD: A pocket guide to helping others, Mental Health Foundation <http://www.mentalhealth.org.uk/publications/doing-good-does-you-good> (last accessed on 03/11/2018)

Join In, Get Involved: Build a Better Future:

<http://www.volunteernow.co.uk/fs/doc/publications/a-vol-strat-and-action-plan-for-ni.pdf> (last accessed on 03/11/2018)

Protection of Freedoms Act:

<http://www.legislation.gov.uk/ukpga/2012/9/contents/enacted> (last accessed on 03/11/2018)

Regulated Activity With Vulnerable Groups: <https://www.nidirect.gov.uk/articles/regulated-activity-vulnerable-groups> (last accessed on 03/11/2018)

The Safeguarding Vulnerable Groups (Northern Ireland) Order 2007:

<http://www.legislation.gov.uk/nisi/2007/1351/contents> (last accessed on 02/09/16)