



## Problem solving process

We want everyone who volunteers for us to enjoy their experience. If while volunteering for True Food you have a problem you should:

1. Raise it: tell a staff or committee member or someone you feel comfortable with.
2. Talk about it: calmly outline the issue giving as much detail as possible.
3. Resolve it: True Food will work with you to try and come to a resolution that is acceptable and workable for all parties.

While volunteering at True Food, we expect that volunteers will be courteous and respectful to everyone they meet. Volunteers can expect courtesy and respect from True Food in return. No form of harassment, bullying or discrimination will be tolerated, whether by, or towards, volunteers.

If a volunteer is unable to carry out, or unsuited to, the role they have volunteered for, True Food will try to, wherever possible and reasonable, find a role that is suited to their abilities.

If there are ever any issues with your volunteering role, staff or a committee member will, where possible, use informal procedures to address these. We will treat the resolution of issues seriously and fairly but it may not always be possible to reach a solution that is to the satisfaction of all the parties involved.

Issues raised by volunteers will be treated with discretion and we will only ever consult with those who are involved and whose views need to be considered. Similarly, if we raise an issue with you as a volunteer, this will be done discreetly, and only involve those individuals who it is necessary to involve. In return, we ask that volunteers treat the airing and resolution of issues in a similar discreet and confidential way.