

## WESTWARD HO! TENNIS CLUB

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### Section 4 – Club management

#### 4.3.1 – Volunteer policy

##### **Recruitment**

Westward Ho! Tennis Club uses appropriate means to advertise for volunteers within the club and locally from people associated with the club, taking into account the principles of its equal opportunities and diversity policy.

Potential volunteers will meet with an officer of the Committee and complete a **volunteer recruitment checklist** to assess their suitability for the role. If the volunteer is deemed suitable, he/she will be required to complete a **volunteer agreement form** and the Tennis Clubmark **self-declaration form for coaches and volunteers**. A criminal records check with the Criminal Records Bureau will be made (if relevant) for every volunteer and references will be taken up where necessary.

##### **Induction and training**

An induction will be prepared and delivered by an officer of the Committee. This will include:

- The role of the volunteer
- A list of Committee members and sub-committees
- Copies of all the relevant policies
- Induction training and details of ongoing training where relevant
- Information about the relevant code(s) of practice
- Other information as appropriate.

##### **Support**

The Club Secretary, Treasurer and other volunteers will offer support to the volunteers. The Club Secretary or Treasurer (whether paid or unpaid) will receive support and regular supervision sessions from the Chair of the Committee (or from another named committee member).

##### **Insurance**

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

##### **Resolving problems**

The relationship between Westward Ho! Tennis Club and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that Westward Ho!

Tennis Club 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 Club Secretary or Treasurer will explain the club's concerns.
- 2 If this does not resolve the concern, then a meeting with the chair of 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 Club Secretary or Treasurer.
- 2 If that does not resolve the concern, then a formal meeting should be convened with the Club Secretary or Treasurer.
- 3 If that does not resolve the issue, then a formal meeting with the Chair of 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.

This volunteer policy is freely accessible to all and will be reviewed on a yearly basis.

### **Valuing volunteers**

Westward Ho! Tennis Club shows its appreciation of the work done by volunteers, by acknowledgement in the club's monthly member newsletter, website and year-end reports.

Reviewed Nov 2009