



Volunteer Handbook



Thank you

from the Board and staff for volunteering
with ALONE.

We really appreciate your time and
generosity in helping to support older
people to age at home.



COMPASSIONATE - HONEST - EFFECTIVE – INNOVATIVE

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1. Our Organisation

Welcome

Welcome to the ALONE volunteer team! This handbook is designed to give you an insight into the organisation, along with an overview of our procedures and practical advice to support you in your role.

ALONE was founded by volunteers and the spirit of volunteerism remains at the heart of the organisation. Our volunteers work closely with staff throughout all our services, in a range of different roles. They contribute to the organisation at all levels including the Board, Volunteer Leadership Group and all of our frontline services. Volunteers are essential to our organisation and show how people in the community can look after each other.

At ALONE, we are committed to delivering a quality service and the best experience possible for volunteers and older people alike. In order to provide this, we must be professional in our approach. Each ALONE volunteer has a clear role description and is trained and supported by our staff. We offer a combination of core training modules, preparing volunteers to deliver services directly to those older people in the community who are isolated or vulnerable. All volunteers are backed up by volunteer leaders and staff and know where they should go to for support.

By taking part in training and volunteer meetings you will have the chance to develop your knowledge of the needs of the older people we work with and support them to overcome obstacles and realise their potential quality of life. At volunteer events you can spend informal time with fellow volunteers and celebrate the difference that we make together.

I hope that through your involvement with ALONE and by enhancing the lives of the older people you meet, you will also benefit personally and strengthen your own skills and values. I hope that you can grow in your personal understanding of the ageing process and the challenges and opportunities that later life provides.

Thank you for joining with us in our efforts to support the older people in our society. Finally, I would like to thank all ALONE volunteers and staff, past and present, whose efforts and insights have made this publication possible.

Seán Moynihan

ALONE Chief Executive Officer

Foreword

We believe that every older person should have the opportunity to age happily and securely at home. For this to happen we need to reimagine ageing at home in Ireland. ALONE and our dedicated, skilled and trained volunteers are all a part of something much bigger as we try to shape the future of ageing at home.

We have designed our services to improve the quality of life, independence, health and well-being of older people. These services are Support, Befriending, Housing and Assistive Technology. Demand for our services continues to grow from older people and community organisations around the country. We use individualised care plans to support older people to overcome problems large and small, including loneliness, lack of access to services, poverty, homelessness and housing difficulties.



Vision, Mission and Core Values

Our Vision

An Ireland where older people can age happily and securely at home and are strongly connected to their local communities.

Our Mission

Lead the drive to support positive ageing at home, strengthen our services, innovate and create new services, be more sustainable and realise our full potential as we grow.

Our Values - The ALONE Way

The ALONE Way is a set of core values that are central to each of us in ALONE. The ALONE Way underpins everything we do: how we listen to one another, engage with each older person, liaise with stakeholders, make decisions, deliver services and grow ALONE. The ALONE Way is our unique culture. Our Board, Staff and Volunteers are all committed to living the ALONE Way.



OUR CORE VALUES

WE ACT COMPASSIONATELY	RESPECT THE VALUE AND DIGNITY OF EACH OLDER PERSON.	BE NON-JUDGEMENTAL AND EMPATHISE WITH EACH OLDER PERSON.	ACKNOWLEDGE CHALLENGES AND WORK WITH EACH TO FIND INDIVIDUAL SOLUTIONS.	VALUE AND PROMOTE THE WELLBEING OF OUR STAFF AND VOLUNTEERS.
WE WORK COLLABORATIVELY	SHARE KNOWLEDGE AND WORK COLLABORATIVELY.	ENSURE THAT SERVICES ARE EFFECTIVE AND EFFICIENT.	DELIVER EVIDENCE-BASED SOLUTIONS AND MEASURE IMPACT.	DELIVER SERVICES WHICH ARE TRANSFERRABLE, SCALABLE AND SUSTAINABLE.
WE ARE HONEST IN ALL OUR DEALINGS	BE HONEST, ACCOUNTABLE AND TRANSPARENT IN ALL WE DO.	COMMUNICATE CLEARLY AND REGULARLY WITH OUR STAKEHOLDERS.	REGULARLY CHALLENGE OURSELVES, OUR COLLEAGUES AND OUR PEERS.	ADVOCATE AND COMMUNICATE ON BEHALF OF EVERY OLDER PERSON.
WE FOSTER INNOVATION	INFLUENCE AND LEAD CHANGE.	CREATE AND DRIVE SYNERGIES.		

An Ageing Ireland

By 2050, the world's population over the age of 60 is set to increase to over two billion, up from one billion in 2020. The number of people aged 80 years or older is also expected to triple in this time¹.

Similarly, the population of Ireland over 60 is set to rise rapidly in the coming years. Currently, one in six Irish people are aged 65 and over (14.8%), which is set to rise to one in four by 2051².

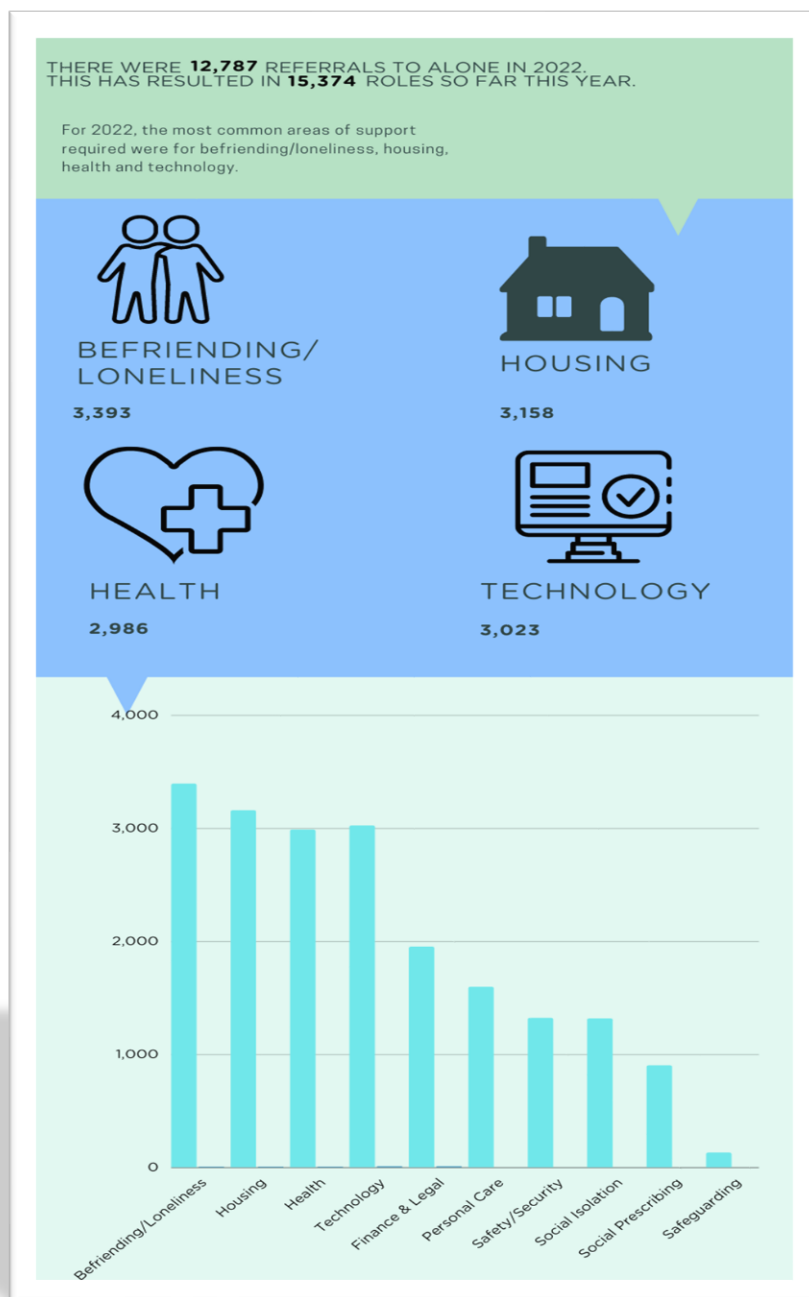
We have some awareness of issues experienced by older adults in Ireland:

- 1 in 4 live alone³
- 1 in 10 experience chronic loneliness⁴
- 1 in 5 report frailty issues
- 64% aged 75+ have 3+ chronic conditions⁵

ALONE Data

There were **12,787** referrals to ALONE in 2022. This has resulted in **15,374** roles so far this year.

For 2022⁶, the most common areas of support required were for befriending/loneliness, housing, health and technology



¹ World Health Organisation (WHO; 2022). Ageing and Health. <https://www.who.int/news-room/fact-sheets/detail/ageing-and-health#:~:text=At%20this%20time%20the%20share,2050%20to%20reach%2042%20million.>

² Sheehan, A. and O'Sullivan, R. (2020). Ageing and public health – an overview of key statistics in Ireland and Northern Ireland. Institute of Public Health: Dublin, Ireland.

³ Central Statistics Office (CSO; 2016). Living Alone. <https://www.cso.ie/en/releasesandpublications/hubs/p-opi/olderpersonsinformationhub/housing/livingalone/>

⁴ Harvey, B. & Walsh, C. (2016). Loneliness and ageing: Ireland, North and South. Retrieved from <http://www.dementianetwork.ie/loneliness-and-ageing-ireland-north-and-south>

⁵ Kenny, Scarlett, & O'Mahoney (2020). TILDA - The older population of Ireland on the eve of the Covid-19 pandemic. <https://tilda.tcd.ie/publications/reports/>

⁶ 1st January 2022-31st October 2022

Benefits of volunteering with ALONE

92%

I AM DOING SOMETHING REWARDING

"I love the connection with the Older Person, and when they feel good, I feel good."

IT ENHANCES MY PERSONAL/PROFESSIONAL DEVELOPMENT

"Having conversations without expectations is very liberating and my listening skills have definitely improved."

83%

71%

INCREASED MY CONFIDENCE

"It has helped me be more adaptive and tolerant to whatever situation I find in the home and reframe my thoughts on situations."

I AM LEARNING ABOUT NEEDS OF OLDER PEOPLE

"I really feel my interaction with my befriender has moved from an initial intention of helping an Older Person to mutually benefiting because of her perspective on things."

91%

95%

I CONTRIBUTE TO THE COMMUNITY

"It is especially lovely to see people's mental health improve over the time you are talking to them where they are more confident, content, and coping better."

HAVING FUN

"My Older Person is now a positive part of my life and I have definitely made a new friend."

82%

92%

ENJOY THE SOCIAL INTERACTION

"It broadens my outlook on life. I feel connected to the people I talk to."

2. Get Involved

“It’s the people that make it; people giving their time”

Older person visited by an ALONE volunteer

Volunteers are hugely important to ALONE and have been the foundation of ALONE since the organisation began. Volunteers are involved in every aspect of the organisation, from the Board to carrying out our frontline services. Without volunteers, ALONE simply could not carry out its work. Volunteers play an essential role and contribute highly to the overall success of the work. We aim to always keep standards of volunteer support high while expecting the most from our volunteers.

We work to have roles available in all departments to ensure volunteers are integrated into the staff team. There are also opportunities for those who do not want to visit weekly but would like to contribute their time in other ways.

Volunteer Roles

Befriending & Support

Visitation Befriending & Support visitation volunteers provide companionship to an older person who would like extra social contact through a weekly visit. Volunteers can also help with practical supports such as helping with technology, internet searches, linking in with other services and setting up appointments.

Telephone Befriending & Support volunteers provide companionship to an older person who would like extra social contact through a weekly or daily telephone call. Volunteers can also help with practical supports such as accessing information regarding services, activities and linking in with our Support Staff. The service is free, confidential and informative.

National Support & Referral Line

On 9th March 2020, ALONE launched a new National Support and Referral Line (NSRL), as part of our support to older people, who may have concerns or are facing

difficulties in Ireland. The NSRL is open Monday to Sunday, 8am-8pm by calling 0818 222 024. The role requires taking calls that come through to the NSRL and acting as the first point of contact to ALONE.

NSRL volunteers provide a listening ear, information, and support for older people in a warm, friendly and professional manner. These calls can be very challenging at times and can include issues regarding mental health and suicide suicidal ideation.

Social Activities

Volunteers help support ALONE's local activities for older people. These activities enable older people to develop friendships and support systems while participating in activities that promote social inclusion and improve quality of life. We will also link into other activities within the community.

Specialist Skills

Individuals offer their specialist or professional skills in a voluntary capacity. This can be for a particular project or on an ongoing basis. These roles may include administration support, finance, maintenance, gardening, driving, IT support, legal advice, etc. We look to embed volunteers into our service and all departments.



Getting Involved in the Wider Organisation

Volunteers are encouraged to get involved in the wider organisation by representing volunteers on Project Teams and on the Board. This could include work on initiatives such as helping to develop local activities and support the use of ALONE technology. This ensures that volunteers have the opportunity to take on leadership roles within the organisation and ensures an ethos of working in partnership between volunteers and staff.

Other Volunteer Opportunities

Volunteers participate in time-defined projects with ALONE that are organised by other bodies or agencies. These include corporate volunteering opportunities, student placements and other volunteer referral programmes. In these cases, a special agreement must be in effect with the body or agency that identifies responsibility for management and care of the volunteers.

Diversity, Equal Opportunities & Dignity

ALONE is committed to create a welcoming and inclusive environment whereby everyone associated with the organisation has the right to be respected and treated equally. Volunteers will not be treated differently because of gender, marital status, family status, age, race or ethnic origin, sexual orientation, religion or disability.

All employees and volunteers have a responsibility to make sure the environment they create respects dignity of others. ALONE adheres to Dignity at Work policy and has no harassment, no discrimination and anti-bullying policy in place. We expect all volunteers to adhere to that policy. We also ask volunteers to report to ALONE if they experience any harassment, discrimination or bullying while volunteering with ALONE. To do so you can either contact your direct support person or make a formal complaint by using Complaint Procedure (details in section Resolving issues & concerns).

Confidentiality

Volunteers must not disclose confidential information to which they have access to, to any people outside of the organisation, exemption be emergency situation when emergency services have to be contacted to ensure safety of an older person.

Induction & training

Induction to the organisation and the role

All successful volunteers are required to undertake an induction to the role and any other relevant training provided by ALONE or an outside source, this is to make sure volunteers are ready to perform their role in accordance with ALONE standards.

Core Training

As an additional support ALONE offer a range of additional learning and development sessions throughout the year. Volunteers are welcome to make suggestions on topics that they feel would be relevant for them in their role. All volunteers, regardless of their length of service with ALONE, are expected to attend sessions that will support them to maintain high standards. This ensures a high standard of service and volunteer competency for all older people that are catered for by ALONE.

Additional learning and development modules on particular topics such as Dementia, Mental Health and Additional Supports for Older People will be available for all volunteers.

Code of Conduct

Volunteers will adhere to:

- ALONE Way (details on page nr 6)
- And the volunteer commitment outlined in the Volunteer Agreement (as in document (details in the Agreement provided prior commencing the role)
- Volunteer Rights and Responsibilities (details below)

Volunteer Rights & Responsibilities

ALONE was founded by volunteers and this spirit remains at the heart of the organisation. We value the volunteer's role and are committed to your further development within the organisation. We recognise that every volunteer has rights and responsibilities that underpin your role. These recognise the two-way nature of the volunteering relationship.

Volunteer Rights

- To know what is expected from you
- To receive suitable training, support and direction
- To be given the opportunity to develop your role in the organisation
- To know who to go to if you have a concern
- To be made aware of policies and procedures relevant to your role

- To be treated fairly and with respect
- To have your views and opinions listened to in a respectful manner
- To be appreciated and recognised
- To be insured while providing services for ALONE
- To have your personal information kept confidential
- To receive regular updates about ALONE
- To be informed of any relevant changes regarding the organisation
- To be able to say no and to leave your voluntary role if you wish to do so

Volunteer Responsibilities

- To treat people with respect and dignity
- To respect the values and aims of the organisation
- To be committed to these values and aims, and to your role in the organisation
- To be reliable and give the organisation enough notice if unable to attend
- To respect confidentiality
- To be punctual
- To attend essential training and meetings
- To maintain a high standard service and competency
- To contact ALONE if you are experiencing problems and to seek support
- To feedback any issues or concerns regarding the older person you visit, call or receive communication from
- To contact ALONE if the older person you visit passes away
- To help support the use of technology used by ALONE and older people
- To act as an ambassador for ALONE

3. Volunteer Supports

Your welfare as a volunteer is very important to us at ALONE. It is essential that there is good ongoing communication between ALONE and our volunteers. It is of great importance to ALONE that the volunteer voice remains strong within the organisation.

More information about the ongoing support is provided in the Volunteer Role Guides.



Communications

Communication with volunteers will take place through ALONE Volunteer Brief, the ALONE website, social networking sites and through regular communication with staff.

Volunteer Check in Call

As an additional support ALONE will make check in calls with volunteers from time to time. The purpose of the call is to give volunteers the opportunity to talk about their experience and their thoughts on their volunteer role.

Self-Care

Research has found that volunteering can have a positive impact on those involved and in particular on volunteers' mental health and well-being. Through volunteering you can gain confidence, learn new skills, meet people and make a difference in your community.

We hope that volunteers will take care of themselves while helping ALONE. While the time people spend with us as volunteers can be rewarding and enriching, it may also be challenging.

You will need to look after yourself and make self-care a priority when acting in a volunteering capacity. We ask that you contact us if you have questions or need support. This may be regarding dementia, bereavement or when an older person moves to a nursing home. You lead and decide on what works for you.

Holidays

ALONE wants to ensure that when volunteers are on holidays they can 'switch off' and not be concerned about the older people they support. It is also important that when an older person is in need that they have ongoing contact with the office while their volunteer is away. For this reason, we ask volunteers to let ALONE know if they are going to be away for any time and need the office to check in with the older person you visit. It is essential that volunteers inform us and contact the office if they are going on extended holidays.



Taking a Break

ALONE understands that the volunteer may need to take time off from volunteering depending on personal circumstances or the death of an older person they visited. If so, the volunteer should contact ALONE and speak about taking a break. ALONE will work with them to ensure that a replacement volunteer is found to take over your role where needed. We will support you until such a time as you decide to return to volunteering.

After a lengthy leave of absence, volunteers are asked to contact ALONE with before recommencing their volunteering. Volunteers may also be required to re-attend Volunteer training or certain additional training.

When you are on your leave, we will contact you every 6 months to see how you are getting on and if you wish to return to your role. If we will not receive from you any communication for a year of being on leave, we will end your role.

Feedback & Recognition

Recognition

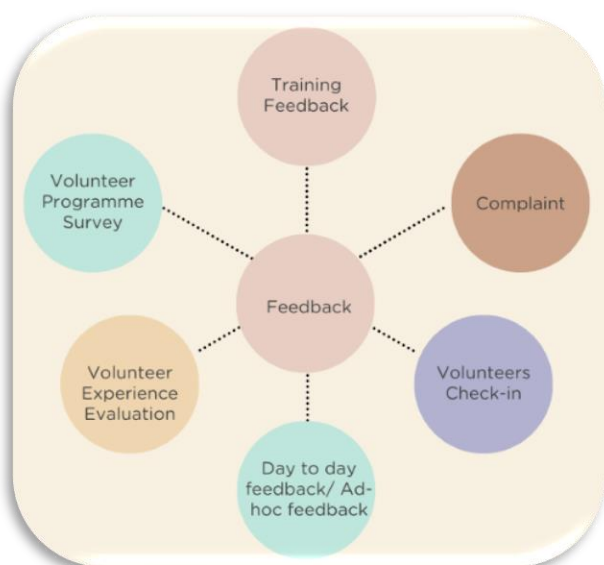
ALONE recognises the contribution volunteers make to the organisation is very important and difficult to quantify. To make sure our volunteers receive recognition for their contribution to our organisation, below is a sample list of recognition activities we have in place.

- Thank you cards and e-mails
- Nominations for Volunteer Awards
- Certificate of Volunteering (after 3 months of active volunteering)

- Acknowledgments in the Monthly Volunteer Brief and on ALONE social media

“Without the support, time and skills of the volunteers we wouldn’t be able to help older people.”

Feedback



ALONE understands the importance which the volunteer feedback plays in the review and improvement of the programme. We also recognise that the feedback has major role in ensuring that our volunteers can benefit from the programme. We value every feedback we receive from our volunteers. To make sure we provide you with an opportunity to speak up and share your experience with us we created different ways of obtaining feedback from you:

If you wish to provide any feedback to ALONE, please contact your direct support person or volunteer@alone.ie.

All feedback provided to ALONE is important and valued. Every feedback will receive an acknowledgment but an answer to the feedback will not always be practical or possible. Where possible, feedback will be addressed immediately. Some feedback may, however, require more time to address and may need to be reviewed before an action is taken.

Resolving Issues & Concerns

Complaint

If a volunteer wishes to raise a concern, they should follow our [Complaint Steps](#), a process which allows volunteers to express any problems or concerns they may have and to have them resolved quickly and satisfactorily. We recognise that problems left unresolved can become issues and therefore volunteers are encouraged to contact

ALONE as soon as the problem or concern arises in order to enable issues to be resolved speedily and informally.

Issues Resolving

In majority of cases volunteer involvement is a very positive experience for everyone, however sometimes a concern can arise about volunteering, or a volunteer's behaviour that needs to be addressed. For those occasions ALONE has an Issue Resolving Procedure, which allows a fair and transparent process to deal with those concerns.

Depending in the seriousness of the concerns, volunteer might be asked to step back from volunteering duties.

Volunteer Health & Safety

ALONE will take all practical steps to safeguard the health, safety and welfare of volunteers, staff and the older people of ALONE. To make sure that we are able to provide our volunteers with supports and health & safety measures, all our volunteer roles are risk assessed and appropriate procedures are put in place.

Volunteers have a duty to look after themselves and the older people they come into contact with through volunteering with ALONE.



Maintaining Boundaries

The issue of boundaries is covered within the volunteering training, please continue to follow these guidelines and maintain boundaries. Boundaries are there to keep everyone safe, to prevent things like over dependency on individual volunteers and

ensure transparency.

If an issue of boundaries arises e.g. you are feeling pressured to become too involved in an older person's finance or family situation, please contact your support person in ALONE or NSRL on 0818 222 024.

Emergencies

Before contacting ALONE, call 112 or 999 in a medical emergency when someone is:

- Seriously ill
- Injured
- At risk of dying
- Suicidal and in immediate danger
- A child well-being is at risk, or an older person confined in you

Safeguarding

“All adults have the right to be safe and to live a life free from abuse. All persons are entitled to this right, regardless of their circumstances. “

Safeguarding Vulnerable Persons at Risk of Abuse - National Policy and Procedures' (2014) - HSE

ALONE takes safeguarding of vulnerable adults very seriously. We follow the HSE Safeguarding Vulnerable Persons at Risk of Abuse - National Policy and Procedure (<https://www.hse.ie/eng/services/publications/corporate/personsatriskofabuse.pdf>) to make sure we protect the health, well-being and human rights of individuals, which allow people – especially children, young people and vulnerable adults – to live free from abuse, harm and neglect.

All vulnerable people have a right to be protected against abuse and to have any concerns regarding abusive experiences addressed. They have a right to be treated with respect and to feel safe, regardless of the setting in which they live.

Key Responsibilities for ALONE volunteers (keeping the older person safe in line with ALONE's Safeguarding Procedure) in case of:

- **Risk of harm towards an Older Person** - Immediate protection

If a volunteer is aware of a risk of harm towards an Older Person, they should take immediate actions and seek help of emergency services for example medical assistance or the assistance of An Garda Síochána.

- **Direct disclosure of abuse or Older Person being upset and distressed about an abusive incident** - Listen, Reassure and Support

If an Older Person discloses to the volunteer that they are experiencing abuse or they are being upset and distressed about an abusive incident. The volunteer should listen to what he/she has to say and ensure he/she will receive support. Inform the Older Person that they (the volunteer) will have to disclose this information to ALONE staff.

In both cases, the volunteer is asked to report their concerns as soon as possible to the VSO in their area or their Support Coordinator (in case of Telephone Befriending and Support and NSRL volunteers).

They will assess the concern and may need to escalate this to the ALONE's Designated Safeguarding Officer. If the concern will be escalated to the Safeguarding Officer, ALONE might seek more information from the volunteer.

If you wish to learn more about the Safeguarding of vulnerable adults, please go to HSE website where you will be able to take part in the safeguarding training.

Remember: Never put yourself at risk

4. Moving On

Asking a Volunteer to Leave

Volunteers who do not adhere to the policies and procedures of ALONE or who fail to satisfactorily perform their volunteer role will be informed of concerns and issues arising. No volunteer will be asked to leave until they have had an opportunity to discuss the reasons for these concerns with the Volunteer Department. Where appropriate a volunteer may be moved to a more suitable volunteering role.

Ending a Volunteer Role

In some instances, a volunteer may wish to step back from their role but to remain engaged in other aspects of the organisation, such as continuing to attend the volunteer meetings or taking on a different volunteer role. The nature of volunteering is temporary as people's ability to volunteer, and their other commitments often change over time.

We kindly ask all volunteers to give a minimum of one month's notice if they wish to end their volunteering so that a replacement volunteer can be selected to cover the role.

5. Volunteer Guidance & FAQ's

Insurance

Public Liability Insurance

Volunteers are protected by ALONE's public and volunteer liability insurance.

Motor Vehicle Insurance

Volunteers who use their own motor vehicle in the course of volunteering duties do so at their own discretion and risk and under their own vehicle insurance.



Insurers typically require to be notified if the car is used for volunteering purposes. This depends on the relevant insurance company, and it is the responsibility of the volunteer to check. It is the volunteers' responsibility to request a letter from ALONE stating that you use your car for volunteering purposes to provide to your insurance company.

Expenses

Whilst ALONE would like to reimburse volunteers for out-of-pocket expenses such as mileage, financially this is not viable.

ALONE recognises that there may be some emergency circumstances when expenses will be incurred such as an unexpected taxi to the hospital. On such occasions we advise volunteers to keep all receipts and submit them to the ALONE office within one month for reimbursement along with expenses claim form.

However, we believe that the cost of volunteering should not prevent a person from volunteering. Therefore, in certain circumstances, we are able to reimburse for preapproved expenses such as transport costs.

Gifts & Money

ALONE understand that older people who are engaged with us may want to give their volunteer a small gift as a token of thanks at certain times such as Christmas and birthdays. Appropriate gifts include a box of chocolates, small gift vouchers, and small impersonal items with a minimal financial value. Gifts should not exceed around £10 because of the risk of changing the relationship. For example, if an older person has been given a gift, they may feel pressure to reciprocate, when they may not be able to afford it. Also, if you accept a significant gift from your older person, you may feel obligated to offer extra support.

Gifts that are deemed inappropriate by ALONE to accept include cash, jewellery, property and items from the house of the older person. If you are offered gifts that fall into the 'inappropriate category', you should politely explain the policy to the older person. Where the person would still like you to accept their gift, please contact ALONE.

ALONE volunteers should never offer or lend money to the person they volunteer with. Please contact ALONE if the older person you support has financial difficulties.

If gifts are being given on a regular basis, please contact ALONE to seek advice and have this documented. This is to protect both yourself and the older person you visit.



Financial Matters

Volunteers should not be involved in the financial affairs of the older person they visit. Please contact ALONE if this has become an issue or you have been involved in any financial matters to date.

Older people should not be involved in the financial affairs of a volunteer. Please contact ALONE if this is an issue.

If a volunteer encounters an older person in financial difficulty or in urgent need (of food, clothes, etc.), this should be referred to the ALONE office. Support can then be given to address this person's needs on a long-term basis.

Wills

At no time are volunteers permitted to be beneficiaries in the will of an older person linked to ALONE. If you are asked by an older person to act as an executor of their will, please contact ALONE.

Next of Kin

If you are asked by an older person to be their 'next-of-kin', please contact ALONE.

Data Protection

Volunteer Privacy Statement is provided with every Volunteer Agreement, it can also be found on ALONE website -Get Involved – Volunteer – Resources -

<https://alone.ie/privacy/>

Volunteer Policy

Volunteer Policy can be viewed on ALONE website – Get Involved – Volunteer –

Resources - <https://alone.ie/wp-content/uploads/2022/07/Volunteer-Policy.pdf>

Complaints

Step 1: Raising concerns

Volunteers can approach their support person (example: Volunteer Support Officer, Telephone Support Coordinator, NSRL Coordinator) in the first instance to discuss problems/concerns informally. They will try to resolve the issue informally and agree a solution with the volunteer. This will be recorded in volunteer files as a problem/concern raised by the volunteer.

It is anticipated that most concerns or problems can be resolved at this stage.

STEP 2: Concern Notification

If the:

- o Problem/concern is more serious and cannot be effectively resolved informally
- o Volunteer is not happy with the outcome
- o Problem/concern is about the ALONE staff who is directly supporting the volunteer

The volunteer can contact ALONE through the contact page on ALONE website <https://alone.ie/contact/>, write to hello@alone.ie or call 01 679 1032 describing the issue. The issue will be logged as in ALONE internal system and assigned to the relevant Service Manager or the Volunteer Policy and Development Manager, who will be required to acknowledge the issue within 5 working days.

They will review the problem/concern and make contact with the volunteer at their earliest opportunity to discuss the details and propose resolutions.

Once the volunteer is happy with the resolution, the problem/ concern will be closed on our system. If the volunteer is not satisfied with the outcome, they can challenge the decision.

STEP 3: Right to challenge

- The volunteer can challenge the decision if they feel the issue has not been resolved. The decision has to be challenged within 30 working days of the decision making.
- The matter will be brought to attention of the Heads of Services.
- An inquiry into the issue will be conducted, the volunteer might be invited to a follow up meeting. The findings and following measures will be shared with the volunteer, within 10 working days since the decision being challenged.
- The decision at this stage is final.

Again, thank you!



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Registered Charity Number: CHY8259



COMPASSIONATE - HONEST - EFFECTIVE - INNOVATIVE