

How can I report a concern as a volunteer?

Have you experienced or witnessed something when volunteering that has had a negative impact on you personally or someone else? If you have, please let us know about it.

Incidents like these always needs to be addressed. By telling us about your experience, we can challenge unwanted and unwelcome behaviour.

We recognise that it can be difficult to raise a concern on your own, or on behalf of someone else. We also appreciate that being made aware that your behaviour has had a negative impact on another person can be difficult to hear. The purpose of this guidance is to provide support for everyone involved and to resolve issues promptly, safely and fairly.

When should I report a concern?

Volunteers are encouraged to let us know when any matters or behaviours

What if concerns have been raised about me?

We understand that it is not pleasant being told that something you have said or done has had a negative impact on someone else. But the impact may be very upsetting for this person, in ways which you might not realise. This is something that needs to be talked about so that you can move forward with greater awareness.

Please read our **Examples of unacceptable behaviour document**, which is available to download from our website. It will help you to identify what unacceptable behaviour can look like in a volunteering context.

If you feel your behaviour has been misunderstood, then a conversation or informal chat may be a good opportunity for you to explain your behaviour and/or offer an apology.

You can always contact the Sustrans employee who is your main point of contact, or your local volunteer coordinator for support and guidance.