

Volunteer agreement: event photographer

Volunteers are an important and valued part of Coeliac UK and we are very grateful for your decision to volunteer for us. We will do the best we can to make your volunteer experience with us enjoyable and rewarding. This agreement tells you what you can expect from us and what we hope from you.

Coeliac UKs values

In all our work we are committed to our values:

- caring and supportive
- professional and expert
- independent and honest
- ethical and responsible
- dynamic and innovative.

Volunteering principles

The Volunteer Agreement is based on the following principles:

- volunteers are recognized as equal partners in achieving the aims of the organisation
- all volunteers are subjected to the same systematic process of recruitment
- volunteers are integrated into the structure of the Charity and can actively contribute to the Charity's work
- staff at all levels will work positively with volunteers
- volunteers will be provided with necessary training and support
- regular reviews will take place to ensure that volunteers are confident and comfortable in their role and we will actively seek to ensure any needs are met.

Our volunteers

A volunteer is someone who performs a task at the request of, or on behalf of, Coeliac UK. A volunteer does not receive financial compensation beyond the reimbursement of out of pocket expenses. Volunteering for the Charity is not a precursor to employment at Coeliac UK nor are volunteers recruited to do the work of paid staff.

As a Coeliac UK Volunteer you can expect:

- to be involved with an organisation that is dedicated to the needs of people with coeliac disease and dermatitis herpetiformis (DH)
- to be recognised as equal partners in achieving the aims of the organisation
- to be integrated into the structure of the Charity and actively contribute to the organisation's work
- to be treated with courtesy and respect
- to be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins or socio-economic background
- a named contact for support: *your main contact is Isobel Ford, Volunteer Coordinator*
- clear instructions, information and advice to assist you in your role as an *volunteer photographer*
- to consult with you and keep you informed of any possible changes to your role
- to respect your right to privacy
- recognition and thanks.

In return we ask that you:

- support the aims and objectives of Coeliac UK
- are open and honest in your dealings with us
- let us know if you wish to change the nature of your volunteering role or if you are unable to continue as a Coeliac UK Volunteer
- provide us with any changes to your address or contact details
- let us know if we can improve the service and support that you receive
- declare involvement in activities that may result in a conflict of loyalties with your responsibilities as an volunteer photographer.

Expenses

Refunds for 'out of pocket' expenses (e.g. travel and subsistence costs) will only be paid if the activity was approved by a relevant staff member before the expense was incurred, on presentation of relevant receipts or tickets, and with signed approval from the budget holder.

Confidentiality

The Charity fully complies with the Data Protection Act 1998 and volunteers must do so also. Volunteers will not, either during their time at the Charity or thereafter, use to the detriment or prejudice of the Charity any confidential information about the Charity or any other information designated as confidential.

Insurance

Coeliac UK volunteers are covered by the Charity's insurance policy whilst carrying out their role as a volunteer.

Grievance procedure

A grievance or complaint raised by a volunteer will be examined quickly and effectively. The volunteer should put their grievance to their main contact at the Charity. If the grievance is against their main contact it should be raised with a more senior manager.

If there is no satisfactory resolution the volunteer will be referred to a senior manager, up to and including the Chief Executive. A written response will be provided within 10 working days.

Disciplinary procedure

Disciplinary matters will be dealt with by the Head of Volunteer Development. In all cases the volunteer is entitled to an explanation of the decision and action taken.

The Volunteer Agreement is binding in honour and trust.