

3RPromise

Our call to action - sign up to the 3R promise

The Volunteer Rights Inquiry was set up in November 2009 following a number of high profile reports of serious breaches of trust between volunteers and the organisations they volunteered for. In the light of these, some volunteers began calling for an external means of complaints redress and defined volunteer rights.

Our aim was to begin to understand the nature and scope of the problems experienced by volunteers and to identify suitable remedies. We presented our initial findings in an interim report released in the summer of 2010. Following further consultation and feedback from the interim report, we have formulated this call to action.

Call to action

Although we recognise the enormous efforts already made by organisations to improve the volunteering experience, we feel that our call to action will ensure on going improvement, as well as addressing some of the concerns we have uncovered.

We are asking all volunteer involving organisations to sign up to the '3R promise' in order to raise standards of volunteer management. By signing up they are making a commitment to work towards meeting each of the criteria set out below.

We also hope that organisations will provide us with feedback on how the 3R Promise is working in practice. In response to such comments, it was slightly revised in September 2011.

3R promise

We will endeavour to get it **RIGHT** from the beginning

- Our organisation will follow guidance on good practice and ensure it has up to date policies and evidence this in appropriate reports
- Our organisation will ensure that concerns of volunteers are listened to and given due consideration.

We will offer means to achieve **RECONCILIATION** if things go wrong

- Our organisation recognises that sometimes things go wrong and makes sure that everyone in the organisation knows how to deal with it.
- Our organisation will identify a trustee or equivalent to become a volunteering champion.
- Our organisation will appoint an individual who will monitor volunteer complaints and encourage rapid resolution in emerging conflicts. Volunteer complaints will be reviewed by directors/trustees on a regular basis.

- Our organisation will explore independent alternative conflict resolution when necessary.

We accept our **RESPONSIBILITY**

- Our organisation explains and accepts its responsibility for its volunteers and their well-being and respects their wish to always have a fair hearing if a conflict arises
- Our organisation will work with the Call to Action Progress Group to share lessons and improve standards
- Our organisation will report publicly on the implementation of its 3R promise.