



The City of Lichfield Concert Band

Volunteers Policy

Version 2.0. Last updated and approved by Trustees 12th October 2023

The City of Lichfield Concert Band recognises the important contribution that volunteers make to the success of the Band.

Band volunteers are people who do not play in the band but support its activities in a practical way e.g. by acting as front of house, selling raffle tickets, doing bucket collections, helping set up or take down concert equipment.

All volunteers for the Band have rights and responsibilities. Band policies apply equally to band members and volunteers. This will include the payment of out of pocket expenses where possible, and access to grievance procedures.

Volunteer Rights

All volunteers are entitled to be treated with dignity and respect, regardless of gender, race, colour, disability, religion, age or sexual orientation. Further information is supplied in the band's Inclusion and Diversity Policy.

Volunteers have a right to:

- accurate information on the organisation and its policies;
- a clear description of the tasks that they are expected to undertake and the skills needed to undertake those tasks effectively;
- have a safe working environment;
- have agreed, out-of-pocket expenses reimbursed where possible;
- a named person they can go to for advice, training and support
- protection from exploitation by other volunteers and service users;
- say 'no' without feeling guilty;
- have their contribution valued by all sections of the organisation;
- receive constructive feedback on their contribution;
- be covered by appropriate insurance;

Volunteer Responsibilities

- to treat everyone associated with the organisation – children and adults - with courtesy and respect;
- to be reliable, particularly with agreed arrangements;
- to co-operate with other volunteers.
- to undertake relevant training when necessary;
- to exchange information and feedback;
- to ask for support when and where it is needed;



- to carry out agreed roles and tasks;
- to respect the confidentiality of members, visitors and the organisation;
- to be reliable and communicate the agreed level of commitment;
- to notify the appropriate person if you are unavailable or unable to fulfil your volunteer duty.
- to be aware of the band's policies and procedures;
- to follow the Child and Vulnerable Adults Safeguarding Policy

Volunteers are important to us. It is important that our volunteers enjoy their experience. If you have questions, concerns or if you are unhappy about anything, please talk with the Chair. Many problems can be sorted out through discussion. If you need to raise a formal complaint, please follow the procedures outlined in the Complaints Policy.