

Brighton Permaculture Trust (BPT)	
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About Brighton Permaculture Trust (BPT)

Brighton Permaculture Trust is a charity which promotes greener lifestyles and sustainable development. Brighton Permaculture Trust was founded in September 2000 and became a registered charity in February 2013. For us sustainability incorporates environmental and social ethics combined with personal responsibility.

Our work is focused on these areas:

- Promoting a planned approach to sustainability through design on the personal and community level;
- Promoting sustainable food production and access to healthy food, focusing mainly on community orchards;
- Promoting sustainable buildings for all so that people can lead healthy, meaningful and affordable lives with minimal environmental impact.

Working with volunteers

BPT is keen to work with volunteers and can provide a range of opportunities. Throughout BPT it is recognised that volunteers play a very important role and their efforts contribute significantly to the overall success of the organisation. In every situation where a volunteer is to be involved, they should be adequately supervised and prepared for the tasks they will be undertaking.

Recruitment of volunteers

Volunteers will be recruited from a variety of sources including the BPT website, personal recommendation and local universities and organisations. All

volunteers will sign a volunteer agreement which will include a brief outline of duties / expectations of time commitment and information about the organisation. Volunteers will be briefed to clarify the role and what, if any training is required. If the position requires it because it involves working with children or vulnerable adults, a Disclosure & Barring Service check will be carried out to check for any criminal convictions.

Equal Opportunities and health and safety

In working with both volunteers and contractors, BPT aims to act in a fair and non discriminatory way. We are committed to the principle of equal opportunities and aim to ensure that all members, trustees, volunteers and contractors are treated fairly and on an equal basis. We are committed to developing an organisation in which differing ideas, backgrounds and needs are valued and those with diverse backgrounds and experiences are able to participate. We also aim to provide a safe and healthy workplace. All volunteers must read BPT's policies on health and safety, safeguarding and equal opportunities before starting volunteering with BPT.

Problem Solving/complaints

BPT always aims to treat volunteers and contractors with fairness and respect but if any problems arise, we want to be sure that volunteers can make a complaint if necessary. We have a policy for volunteers who wish to make a complaint which is set out below.

What we will provide volunteers

- Access to a number of different volunteering opportunities.
- Initial induction which will cover what is expected from the role on starting volunteering.
- Information before starting with BPT about our policies and procedures.
- Opportunities to be part of BPT including invitations to relevant meetings and training courses, eg first aid.
- Opportunities to attend BPT events and reduced rates for many of BPT's training courses
- Paid 1 day buscard for travel if required and agreed by the project leader beforehand when volunteering for 5 hours or more in one day.

What we expect from volunteers

- A commitment to volunteer at the times / places as previously agreed by them.
- A positive attitude and willingness to learn and share learning.

- If unwell or unable to volunteer for any reason, to contact the project leader as soon as possible.
- To follow BPT's policies and procedures and to represent BPT in a positive way.
- To respect and not to disclose BPT's confidential information.

Volunteer Problem Solving

BPT always aims to treat volunteers and contractors with fairness and respect, and although we hope that problems will not arise, we want to be sure that volunteers will feel able to express a complaint if necessary. We aim to ensure that any complaints are resolved openly, fairly and quickly to protect and respect volunteers and to minimise disruption to contractors and other volunteers.

If a volunteer has a complaint

If a volunteer has a complaint about a contractor, another volunteer or the organisation itself, the following procedures should be followed:

Initial complaint: the first point of contact should a volunteer have a complaint is the project leader. If however the complaint is about the project leader or the volunteer does not feel comfortable going to their project leader, the volunteer should go to Bryn Thomas. The volunteer and the project leader or Bryn Thomas will then have a meeting to discuss the issues raised by the volunteer. The volunteer may elect to be accompanied by a nominated person of their choice.

Complaint review: If the volunteer does not feel that the complaint has been adequately addressed in the first meeting or the complaint is about Bryn Thomas, the complaint should be put in writing to the BPT's trustees (FAO Jan Mulreany). The trustees will endeavor to respond to written complaints within two weeks.

If someone has a complaint about a volunteer

If someone complains about a volunteer (whether it is another volunteer, a contractor or an external person), the volunteer's project leader will call a meeting with the volunteer to discuss the complaint and give him/her the opportunity to respond. The following procedures should be followed:

Oral discussion: Sometimes minor issues can arise during the course of volunteering, such as a volunteer not fitting into the team as well as was expected, not meeting the required standards when undertaking tasks or being unreliable. It may be that the volunteer would benefit from additional support or training, or that he/she feels unfulfilled in their current role. In the first instance

the volunteer and his/her project leader will discuss the issue and try to come up with a solution between them. A follow-up meeting to review the solution will be arranged if necessary.

If the issue hasn't been resolved by the oral discussion or the review, then the volunteer's project leader may suggest that the volunteer works on a trial basis at one of the other projects with which BPT is involved to see if it is more suitable for them. The volunteer has the right to state their case, which could be to their project leader or BPT's trustees (FAO Jan Mulreany) and be accompanied by a person of their choice. If the volunteer does not want to try working on another project or if that other project is also not suitable for the volunteer, BPT reserves the right not to allow that volunteer to continue volunteering with it.

Date: 21/4/17