



GRIFFIN TENNIS ACADEMY LTD

Located at Shaftesbury, Blandford & Warminster
7 Windmill Close, Shaftesbury, Dorset, SP7 8DU
Tel: 01747 852705 or 07727061077 E-mail: ian@griffintennisacademy.co.uk
www.griffintennisacademy.co.uk



Volunteer policy

a) Recruitment

Griffin Tennis Academy uses appropriate means to advertise for volunteers within the clubs and locally, taking into account the principles of its equal opportunities and diversity policy.

Potential volunteers will meet with the head coach and complete a **volunteer recruitment checklist** to assess their suitability for the role. If the volunteer is deemed suitable, he/she will be required to complete a **volunteer agreement form** and the **self-declaration form for coaches and volunteers**. A DBS check will be made (if relevant) for every volunteer and references will be taken up.

b) Induction and training

An induction will be prepared and delivered by a member of the coaching team. This will include:

- The role of the volunteer
- A list of all staff members and volunteers
- A list of coaches
- Copies of all the relevant policies
- Induction training and details of ongoing training
- Information about the relevant code(s) of practice
- Other information as appropriate.

c) Support

Volunteers (whether paid or unpaid) will receive support and regular supervision from the coaching team.

d) Insurance

Griffin Tennis Academy has a valid insurance policy which the volunteer is advised to read.

e) Resolving problems

The relationship between Griffin Tennis Academy and its volunteer workers is Griffin Tennis Academy is able to maintain its agreed standards of service to customers, and it is equally important that volunteers should enjoy making their contribution to the club.



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If work as a volunteer does not meet with the Griffin Tennis Academy's standards, these steps will be taken:

1. An initial meeting with the Head Coach will explain the club's concerns.
2. If this does not resolve the concern, then a formal letter will be written.
3. If work still does not meet the standards, Griffin Tennis Academy will be forced to stop using the volunteer's services.

If the volunteer is dissatisfied with any aspect of Griffin Tennis Academy they should:

1. Give an initial explanation of their dissatisfaction to the Head Coach.
2. If that does not resolve the concern, then a formal letter should be written to the Head Coach.
3. If, after this, the volunteer's grievance is not resolved, then it would be inappropriate for the volunteer to continue.

At all times, the volunteer will be free to state their case and a friend can accompany them.

This volunteer policy is freely accessible to all and will be reviewed on a yearly basis.

f) Valuing volunteers

Griffin Tennis Academy values its volunteers and always shows its appreciation of the work done by volunteers whenever possible.