



# **Volunteer Handbook**

## **A practical guide to volunteering with Camara Education**

Updated November 2016

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## Involving Volunteers

### Volunteering Policy Statement

Camara Education seeks to involve suitable volunteers in a variety of roles in our offices and Workshop Technician positions in our Refurbishment Hubs.

We acknowledge and value the contribution of our volunteers and undertake to run our volunteer programme in an effective manner. Volunteers truly are the backbone of our organisation and are integral to our success in achieving our mission. We aim to train, support and oversee our volunteers to the best of our ability and to act quickly and fairly if difficulties arise.



### Key contact information for Camara Education Volunteers

Address	Camara Education Chapelizod Industrial Estate Dublin 20
Contact number	01 652 2668
Email	stephanienolan@camara.org
Volunteer Manager name	Stephanie Nolan

For further information on who is who in Camara Education please refer to our website at the following location: <http://camara.org/about-us/our-people/>.

## **Introduction & Welcome to the Camara Volunteer Programme**

### **Our vision**

Our vision is a world-class technology-enabled education accessible to all.

### **Our mission**

Our mission is to transform education using technology to empower disadvantaged students.

Welcome to Camara Education's Volunteer Programme. This handbook provides information on volunteering with Camara, how we recruit and support volunteers and what we expect of volunteers. We really appreciate your time and we are committed to ensuring your volunteer experience is a rewarding one.

## **Volunteer Diversity**

Camara Education is fully committed to creating a culture in which diversity and equality of opportunity are actively promoted. We are committed to the fair treatment of our volunteers, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background (as long as this does not pose risk to children, young people, or vulnerable adults). We aim to encourage diversity amongst our volunteers to ensure that they are representative of all sections of society and our surrounding community. We endeavour to ensure that each volunteer feels respected and valued. Our full policy on equal opportunities can be read in Appendix 5.

## **Volunteer Roles**

Volunteer Opportunities arise in the following areas:

1. Workshop Technician
2. Media & Communications
3. Graphic Design
4. Business Development
5. Executive Assistant to the CEO
6. E-developer
7. Monitoring & Evaluation
8. Youth & Community Development
9. IT
10. Finance
11. Business Analyst
12. Software Development

Please note this is not an exhaustive list and will be revised if other roles are created.

## **Role descriptions**

We have role descriptions available for each volunteer opportunity to help volunteers understand the role they are taking on and outline the tasks involved with the role. When these positions are open for recruitment they can be found at <http://camara.org/volunteer/>.

## **Protecting Volunteers**

### **Insurance**

Public Liability Insurance is provided by Camara, covering all volunteers volunteering on behalf and at the direction of the organisation. This cover applies to the place or premises where Camara activity is carried out. It does not extend to motor insurance or to travel to and from voluntary activity. Further details of the policy are available upon request.

### **Health and Safety**

Camara Education will take care to ensure the safety of all volunteers as far as is reasonably practicable. Camara adheres to all health and safety legislation to provide a healthy work environment, as far as is practicable, and in line with the company Health and Safety Statement which can be found on the Camara website under Volunteer Policies. Employees and volunteers have responsibilities for their own safety and should be aware of these.

### **Data Protection**

Volunteer data is held on the secure Camara Salesforce database. Information includes first and last name, home contact details and emergency contact details. Volunteer records are held in confidence but volunteers may request to see their own personal information file at any time. Personal information about staff, volunteers or any member of the Camara community including information in databases and hard copy files shall be kept secured and not be readily accessible to others.

## Recruiting Volunteers

Volunteerism is essential to the success of Camara Education.

### Recruitment:

Potential Workshop Technicians are asked to:

1. Review the Workshop Technician role description at <http://camara.org/volunteer/>.
2. Contact the Volunteer Manager at [stephaniolenan@camara.org](mailto:stephaniolenan@camara.org) to express an interest in the role
3. Attend a Tuesday Workshop Tour and informal interview or if not in the country have a Skype interview with the Workshop Supervisor/Manager
4. Indicate if still an interest in role after the tour & interview
5. Provide contact information for two referees
6. If offered the role and accept it, complete online registration form and review welcome pack (volunteer handbook and policy) - the offer is subject to the receipt of satisfactory references and self-disclosure re convictions.
7. If unsuccessful refer volunteers to their local Volunteer Centre to learn about other opportunities

Potential Office volunteers are asked to:

1. Review the relevant role description at <http://camara.org/volunteer/>.
2. Email a CV and cover letter to [stephaniolenan@camara.org](mailto:stephaniolenan@camara.org) if interested in the role
3. Attend an informal face to face interview where possible (skype otherwise)
4. Provide contact information for two referees
5. If offered the role and accept it complete the online registration form and review welcome pack (volunteer handbook and policy) - again the offer is subject to the receipt of satisfactory references and self-disclosure re convictions
6. If unsuccessful refer volunteers to their local Volunteer Centre to learn about other opportunities

### Selection

It is important to note that candidates are asked before interview if they have any special requirements for the interview.

In terms of the Workshop, Camara Education regrets that it may not always be able to accept every application for a Workshop Technician. The decision is dependent on the volume of work in the Workshop at a given time and the number of other Workshop Technicians in situ at that point. All volunteers will be asked the same interview questions to ensure consistency and fairness in evaluating candidates.

In terms of the office volunteers there is a need to ensure the right volunteer is matched with the right role therefore not every candidate will be accepted. As above, all volunteers will be asked the same interview questions to ensure consistency and fairness in evaluating candidates.

## **Volunteer Induction**

Camara Education is committed to ensuring that all new volunteers are appropriately inducted into their role, place of work and the organisation. They will receive a welcome email with a link to an online registration form before starting as well as an informal induction to the organisation, including Health & Safety training.

## **Volunteer Supervision & Support**

### **Assigned Supervisor**

Each volunteer will have a designated member of staff as their assigned supervisor to guide and advise them in their volunteer role. This person will be referenced in the volunteer agreement. Volunteers can request to meet with their supervisor if any issues arise.

### **Expenses**

Volunteers give their time and skills free of charge. While it is not possible for Camara to reimburse volunteers for the cost of travelling to and from the office, it will reimburse any out of pocket expenses volunteers may incur in the course of undertaking voluntary work for the organisation - e.g. attending a careers fair. These expenses must be agreed in advance with the volunteer's supervisor and the Volunteer Manager. Procedures for claiming expenses are through their supervisor and the Volunteer Manager and are outlined in Appendix 1.

### **Communication with Volunteers**

Volunteers are invited to Camara's "Quarterly Calls" which are a forum for all volunteers and staff to come together to hear latest news from the organisation. In addition the Volunteer Manager will communicate with all volunteers on an ongoing basis and share the impact of Camara's work - e.g. via an infographic updated twice a year which demonstrates the reach of the volunteers work and monthly emails, showcasing the impact of the volunteers work - i.e. making the link between what the volunteers do and the effect of that on Camara's beneficiaries.

### **Feedback from volunteers**

An exit interview is conducted with all volunteers with Camara Education three months or more. In addition feedback is sought from all volunteers, regardless of their placement duration, via an online survey. The Volunteer Manager passes on constructive feedback to the relevant Supervisor. Additionally there is an annual review of all feedback to see if systematic changes need to be incorporated into the management of volunteers.

### **Valuing Volunteers**

Camara Education highly values volunteers and will seek to show volunteers that their contribution is recognised and valued. Appreciation will be expressed through the following mechanisms to recognise the work of volunteers:

- Thanking volunteers through our quarterly e-newsletter
- Hosting an annual recognition event - Summer BBQ
- Highlighting the impact of our volunteers during National Volunteer Week and on International Volunteer Day (December 5th) annually
- Recognition in the Camara Education annual report

## **Engagement**

Volunteers are invited twice a year to participate in a volunteer engagement survey with a view to make ongoing improvements to the volunteer programme.

## **References**

References are provided upon request by volunteers.

## **Leaving Camara Education**

While we place great value on volunteer involvement, volunteers have the option to leave Camara Education at any time. The majority of Camara volunteers are with the organisation for a defined period of time. Exit interviews will be conducted with all volunteers with the organisation three months or longer and all volunteers will receive an exit interview survey to complete.

## **Volunteer Complaints**

Complaints should be raised on an informal basis with the person best able to resolve the situation. In this way issues can be dealt with speedily and often most successfully. Where an informal approach is not appropriate, a formal complaint should be made in writing, addressed to Stephanie Nolan, Volunteer Manager. A swift response will be facilitated. For more information on this see the Volunteer Grievance Policy and Procedure, Appendix 2.

## **Settling Difficulties**

Camara Education aims to treat all volunteers fairly, objectively and consistently and we want volunteers to enjoy volunteering with the organisation. Volunteers who do not perform their volunteer role satisfactorily will be supported to do so correctly. If the problem has not been resolved after a number of attempts to support the volunteer, their role with Camara may be ended. Grounds for being asked to cease volunteering include, but are not limited to, failure to abide by Camara's Code of Conduct, policies and procedures or failure to complete duties to a satisfactory standard. See Appendix 3 - Policy & Procedure for Dealing with issues/problems that arise.

## **Complaints against Volunteers**

Very occasionally complaints may be received against volunteers. All complaints will be assessed by the person who received the complaint to assess its validity. Any complaints will be dealt with as quickly as possible. A meeting with the volunteer and Supervisor (Volunteer Manager also if necessary) will often lead to resolution.

## **Policy Review**

This handbook will be reviewed in the final quarter of each year to ensure it remains up to date and meets the needs of volunteers, the organisation and staff.

## Appendices

### Appendix 1 - Volunteer Expenses Policy

Volunteers give their time and skills free of charge, however Camara will reimburse any out of pocket travel expenses you may incur in the course of undertaking voluntary work for the organisation, provided these have previously been agreed upon by your supervisor and the Manager.

Please note, Camara do not reimburse any travel expenses to and from the Camara workshop.

Procedures for claiming expenses are through your supervisor. In order to ensure that you are able to claim your expenses please retain your receipts. If there are no receipts unfortunately we will not be able to reimburse you.

Expenses must be claimed back within the same month that they are incurred. Camara is committed to reimbursing volunteers for reasonable expenses in accordance with the following policy guidelines:

#### **Travel expenses**

The volunteer must ensure that the cheapest form of travel available was used. (e.g. if travel was by train, the ticket should be a standard or a cheap day single/return, not a first class ticket).

#### **Bus / Luas**

Please retain your bus tickets. If you are making a number of journeys during one day in relation to your volunteering it is often cheaper to buy a one-day bus pass.

#### **Train**

The maximum reimbursement for travel will be the equivalent of a Standard Class or Cheap Day rail fare. Please keep the tickets for a refund.

#### **Car**

For the use of the volunteer's own car, mileage should be recorded to enable repayment. (NB if mileage is not recorded, start & finish locations will be used to estimate mileage using the AA route planner)

If your own car is used for travel, mileage will be repaid at the current rate of 30 cents per km (rate subject to change). However, payment for use of your own car will only be authorised in cases when other transport is unavailable.

#### **Taxi**

Taxi's or mini-cabs are only to be used if you are carrying equipment/luggage, or travelling after dark. This must be agreed prior to use with your supervisor. Wheelchair users are permitted to use taxis at all times.

#### **Mobile Phones**

If you are using your mobile in relation to your volunteering, with prior permission from your supervisor, you can claim the cost of the call(s) on

production of the relevant itemised mobile bill.

**Miscellaneous expenses**

These will be paid on a case-by-case basis. Prior agreement on the nature and estimated cost will be required.

How to claim your expenses

- Ask your Supervisor for the Volunteer Expenses Claim Form and complete it
- Collect receipts together, highlight the relevant totals and attach them to the expenses form
- All claims must be supported with receipts. Return the form to your supervisor (within one month)
- All claims will be paid directly into the volunteer's bank account

*Review:*

*This policy was reviewed Q3 2016 and is due for review again Q3 2018.*

## Appendix 2 - Volunteer Grievance Policy and Procedure

### Policy

Camara Education Limited ('here on referred to as Camara') recognise that volunteers have the right to raise grievances about any matter related to their volunteering (this could be in relation to another volunteer, a member of the paid staff, or the manner in which they are being treated by Camara).

The welfare of its volunteers is of paramount importance to Camara. The grievance procedure is in place to ensure that all volunteers are dealt with in a fair manner.

### Procedure

- If a volunteer has a complaint against a member of staff, another volunteer or the organisation in general they should first discuss this with their Supervisor. The volunteer may be accompanied by a third party at this meeting.
- If the supervisor is the person whom the complaint is against then the matter should be referred to the Volunteer Manager.

If the matter is not resolved at this initial meeting the complaint should be made in writing to the Volunteer Manager/HR Manager. This will require a special meeting with relevant staff and volunteers. It will be dealt with within fourteen days and treated in a confidential manner. If a volunteer is not happy with the outcome at this point they can write to the CEO. A final decision will normally be given within 14 days. All formal complaints will be responded to in writing, recorded and confidentially stored for a period of 2 years.

#### *Review:*

*This policy was reviewed Q3 2016 and is due for review again Q3 2018.*

## Appendix 3 - Policy for Dealing with Issues and Concerns that Arise

### Explanation of policy

Occasionally, there may be a problem or complaint made about a volunteer's behaviour. Although this is very rare, Camara Education Limited (here on referred to as 'Camara') believes it is important that problems or complaints are dealt with fairly, openly and consistently. The procedure below will be followed in the event of an issue arising. In all situations Camara strives to ensure that the people involved are treated fairly.

### Implementation of policy

If a complaint has been made about a volunteer representing Camara or a Camara member of staff has a complaint about a volunteer:

#### 1. Informal Complaints

We hope that most problems or complaints can be solved informally:

- The Volunteer Manager will privately and informally discuss the matter with the volunteer.
- If it is felt necessary, an informal warning may be issued with steps agreed, between the Volunteer Manager and volunteer, to amend conduct.

#### 2. Formal Complaints

Formal procedures will be followed where it is believed that a volunteer's behaviour has not been in keeping with Camara's aims, policies, procedures or Health & Safety Policy:

- The Volunteer Manager will raise the issue in a formal meeting with the volunteer, and if it is felt necessary, a formal written warning may be issued with steps agreed to amend conduct within an agreed timeframe.
- If the issue is not resolved after the agreed timeframe, a review meeting involving the volunteer and Volunteer Manager will be called. There will be further discussion of the issue and the steps previously agreed to amend conduct will be reviewed and a new timeframe for amended behaviour established.
- If the issue is still not resolved after the reviewed timeframe, a meeting involving the volunteer, Volunteer Manager and appropriate member of the Camara Management Team will be called. This may result in the volunteer being asked to leave if the issue cannot be resolved.
- At any time where a volunteer is believed to have behaved in a manner that has, or could have, seriously affected: Camara; its reputation; its staff; volunteers or beneficiaries – for example, theft or bullying – they will be asked to stop volunteering while the matter is investigated by the Volunteer Manager and representative of the Camara Management Team.
- A decision will normally be made within 14 days.
- If the complaint is upheld against the volunteer, they will be excluded from volunteering.

- Volunteers can appeal decisions by writing to the CEO. A final decision will normally be given within 14 days. All formal complaints will be responded to in writing, recorded and confidentially stored for a period of 2 years.

*At all stages, volunteers have the right to put their case forward, and be accompanied at meetings on these issues by a fellow volunteer, member of staff or a friend. It is Camara's policy to report, to An Garda Síochána and/or any other relevant authorities, a suspected criminal offence.*

*Review:*

*This policy was reviewed Q4 2016 and is due for review again Q4 2018.*

## Appendix 4 - Dignity at Work Policy

Camara Education Limited ('here on referred to as Camara') is fully committed to implementing and promoting measures to protect the dignity of employees and volunteers and to encourage respect for fellow colleagues. This is achieved by creating a work environment free from harassment, sexual harassment, bullying, racism and disrespectful behaviour, by dealing effectively with any complaints of such conduct, and also by welcoming diversity and promoting employment/volunteering equality.

The organisation consistently strives to maintain a healthy work environment where all those who work and volunteer in Camara are treated with respect and dignity. The combined and consistent effort, values and standards of those employed and who volunteer throughout the organisation contribute significantly to a positive employee/volunteer relations climate which in turn allows the organisation to develop and individuals to prosper. For these reasons, attitudes and behaviours that do not contribute to a positive environment are detrimental to everyone and therefore will not be tolerated.

This policy is applicable to all employees and volunteers who are obliged to be aware of the effect their own behaviour may have on others. It extends to work-related events, including training, conferences and social events. It is also applicable to all customers, service providers, contractors and suppliers of the organisation.

In general, bullying and harassment\sexual harassment are usually associated with the abuse of power by one person over another, most often occurring in relationships of unequal authority, as in management/subordinate relationships. However, bullying and harassment/sexual harassment can also take place between peers.

### **Bullying**

Any form of bullying is prohibited by the organisation. Workplace bullying is repeated, inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of working with Camara, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work, but as a once-off incident, is generally not considered to be bullying.

In essence, bullying is any behaviour or conduct capable of undermining a volunteer's/employee's or group of volunteers'/employees' dignity.

Bullying is distinct from conflicting views and interpersonal difficulties in the workplace, which should be raised with the appropriate supervisor/manager, in order to have any grievances or difficulties resolved.

Specific examples of bullying behaviour can include (but are not limited to):

- Personal insults and name-calling
- Persistent unjustified criticism and sarcasm
- Shouting at staff in public and/or private
- Sneering
- Instantaneous rage, often over trivial issues

- Unfair delegation of duties and responsibilities
- Setting impossible deadlines or impossible tasks
- Making it difficult for staff to have access to necessary information
- Using aggressive or obscene language
- Not giving credit for work contribution
- Implying threats
- Isolation and exclusion
- Continuously refusing reasonable requests without good reasons
- Making jokes that are offensive to one worker or to a group of workers whether by spoken word, e-mail or images
- Intrude through pestering, spying or stalking
- Attacking a worker's reputation by rumour, gossip, innuendo or ridicule
- Forcing a person to undertake or perform inappropriate or unacceptable actions against their will.

It is important to note that workplace bullying can occur outside of the workplace, but in the course of volunteering/employment, such as on client sites, at seminars, conferences, external training courses or work-related social events.

### **Sexual Harassment**

Sexual harassment can be defined as conduct towards another person, which is sexual in nature or has a sexual dimension, and is unwelcome to the recipient and violates a person's dignity. A single incident may constitute sexual harassment.

Examples include (but are not limited to):

- Leering, sexual gestures, whistling
- Displaying sexually suggestive objects, pictures of calendars
- Requests for sexual favours
- Sending suggestive and pornographic correspondence including faxes, text messages or emails
- Sexual comments, jokes or innuendo
- Physical contact – unnecessary touching, patting, pinching, brushing against another employee's body, assault or coercive sexual intercourse
- Pressure for social activity outside of the workplace after it has been made clear that such suggestions are unwelcome
- Any suggestion of reward or achievement for sexual or social favours
- Unwanted to offensive flirtations and suggestive remarks

In summary, sexual harassment is a specific form of discrimination on the grounds of gender, but with a sexual motivation. Unlike bullying, an incident as described above need not be repeated for it to be deemed sexual harassment.

It should be noted however, that harassment of this nature does not refer to behaviour that is mutually acceptable to the parties involved. Friendships (whether sexual or otherwise) are an entirely private matter.

## Harassment

The definition is the same as that for sexual harassment but without the sexual element. Harassment is therefore, any act or conduct including spoken words, gestures or the production, display or circulation of written words, pictures or other material, if the conduct is unwelcome. It may be explicit or implicit; it may be a single incident or occur over a period of time. It may be directed at an individual or at a group.

The harassment has to be based on or motivated by one or more of the nine relevant characteristics of the volunteer/employee targeted. These are:

- Marital status
- Age
- Sexual orientation
- Family status
- Race
- Gender
- Religious belief
- Disability
- Membership of the travelling community
- Harassment may include any or all of the following examples:
  - Verbal harassment – jokes, comments, ridicule or songs
  - Physical harassment – jostling, shoving or any form of assault
  - Written harassment – faxes, e-mails, text messages, bulletins or notices
  - Intimidatory harassment – gestures, posturing or intimidatory poses
  - Isolation or exclusion from social activities
  - Pressure to behave in a manner that the volunteer/employee thinks is inappropriate. For example, a requirement to dress in a manner unsuited to a person's ethnic or religious background or belief.

## Rights and Responsibilities

Everyone in the organisation has the responsibility to prevent harassment, sexual harassment or bullying, and to report any instances that they are party or witness to. There is a particular responsibility on managers to prevent instances of harassment and to take appropriate action should any such incidents be brought to their attention. Any person engaging in improper behaviour or sexual harassment on the work premises, or anywhere else while on company business, will be subjected to disciplinary action, up to and including dismissal. This also applies to social events run by the organisation.

Any individual who suffers harassment, sexual harassment or bullying from any other individual in the course of their work/volunteering will have the full support of the Camara Management team in putting a stop to the behaviour. All complaints of this nature will be taken very seriously, and will be dealt with in a confidential, timely and impartial manner. Only if such instances are reported to the management can the organisation take appropriate action to deal with the situation.

There is both a formal/informal procedure to deal with the issue of bullying/harassment at work. They are as follows:

## **Complaints Procedure**

All volunteers/employees of Camara have the right to make a complaint if they feel they have been harassed, sexually harassed or bullied.

Anyone who believes that he/she has become subject to harassment directly, or who observes or has knowledge of harassment or bullying towards another volunteer/employee or group of volunteers/employees, is advised to take the following steps immediately.

## **Informal Procedure**

The purpose of the informal procedure is to ensure that the majority of cases of this nature will be handled effectively and efficiently, in a confidential and sensitive manner, and at local level.

It is often preferable for all concerned that complaints of bullying or harassment are dealt with informally whenever possible. This is likely to produce solutions which are speedy and effective, while minimising embarrassment and the risk of breaching confidentiality.

- In the first instance (if possible), if you believe that you are the subject of bullying, harassment or sexual harassment you should ask the person responsible to stop the offensive behaviour. In some cases the person may be unaware that their behaviour is inappropriate or objectionable, or occasionally their words or actions are misinterpreted.
- The volunteer/employee should inform the individual (s) of the organisation's dignity at work policy and advise him/her that continuance of this behaviour will result in the employee making a formal complaint.
- In a situation where you are uncomfortable approaching the alleged perpetrator(s) alone, assistance from the Volunteer Manager, any manager/supervisor or work colleague can be sought to partake in the meeting. In this situation the approach of the second individual should be calm, low-key and non-confrontational.
- An employee/volunteer may decide, for whatever reason, to bypass the informal procedure and opt for the formal one. It may be that the bullying or harassment is too serious to be dealt with in such an informal manner. Choosing not to use the informal process will not in any way reflect negatively on you.

In situations where the informal approach has not been successful and the inappropriate behaviour continues, the formal procedure should be invoked.

## **Formal Procedure**

1. A formal complaint should be made in writing to your immediate manager/supervisor/CEO. The written complaint should contain precise details of the actual incident/s.

2. The alleged perpetrator(s) will then be notified in writing that an allegation of bullying or harassment has been made against them. A copy of the complainant's statement will then be given to him/her to read.

3. The alleged perpetrator will be afforded a fair opportunity to respond to the allegations and will be entitled to be accompanied or represented at all meetings.

4. The complaint will be subject to an initial examination by a designated member of the management team, who can be considered impartial, with a view to determining an appropriate course of action. An appropriate course of action at this stage might be exploring the acceptability of a mediated solution or a view that the issues might still be resolved informally.

5. If either of these approaches be deemed inappropriate or inconclusive a formal investigation of the complaint will take place with a view to determining the facts and the credibility – or otherwise – of the allegations.

6. Whilst it is desirable to maintain utmost confidentiality once investigation of an issue begins, it may be necessary to interview other volunteers/staff members. If this is so, the importance of confidentiality will be stressed to them. Any statements taken from witnesses will be circulated to the person making the complaint and the alleged perpetrator. They will then be asked for their comments before any conclusion is reached in the investigation.

7. When the investigation has been completed, both parties will be informed as to whether or not the complaint has been upheld.

8. Both parties will be given the opportunity to comment on the findings before any action is decided upon by management.

9. A record of all relevant discussions which take place during the course of the investigation will be maintained by management.

10. Both parties will be given an opportunity to comment on the conclusions of the investigating team, and both will be given a copy, in writing, of the conclusions reached. Regardless of the approach you choose to adopt, any member of the management team/CEO can be approached on a completely confidential, informal and non-judgemental basis at any stage.

### **Outcome**

Should management find that the complaint is well founded against a volunteer/employee a disciplinary hearing will take place. The disciplinary action to be taken will be in line with the organisation's disciplinary policy.

If a case of bullying/harassment is proven, then the organisation will take appropriate disciplinary action, up to and including dismissal. Records of any warnings for bullying/harassment will remain in the employee/volunteer's file, and will be used if any further offences of the same or similar nature occur in the future.

The claimant will be notified that a thorough investigation has been conducted, and assured that the appropriate corrective action has been taken.

If the results of a thorough investigation reveal that an employee/volunteer has not engaged in actions of conduct constituting harassment or bullying, then the claimant and alleged perpetrator will be notified immediately that a thorough investigation has been conducted and the results indicate that there are no grounds to substantiate the bullying or harassment allegation.

### **Retaliation**

Regular checks will be made by the manager/supervisor investigating the complaint to ensure that the bullying/harassment has stopped and that no victimisation is taking place. Any kind of retaliation against an employee/volunteer, who has either lodged a complaint or participated in any investigation in the context of this policy, or any adverse action taken against an employee/volunteer, may give rise to disciplinary action, up to and including dismissal.

### **False Accusations**

Deliberately making false accusations, if proven, may result in the imposition of the appropriate disciplinary action to the complaining party.

### **In Conclusion**

An allegation of harassment or bullying remains an allegation until an investigation is completed. Disciplinary action will be taken against an employee/volunteer if, after an investigation, the allegation is upheld. Penalties are in accordance with the normal disciplinary policy and procedure set out by the organisation.

### *Review:*

*This policy was reviewed Q4 2016 and is due for review again Q3 2018.*

## Appendix 5 - Equal Opportunities Policy

Camara Education Limited ('here on referred to as 'Camara') is committed to policies and practices that provide equality of opportunity for all, to protect the dignity of employees and volunteers and promote respect for others at work. All employees/volunteers are required to take personal and individual responsibility to comply with these policies in order to ensure they behave in a non-discriminatory way, and do not participate in any acts of inappropriate behaviour, harassment or bullying.

The organisation is committed to a policy of equal opportunities in employment/volunteering. All employment/volunteering decisions (ie. the recruitment and selection, promotion, training and development, and treatment of all individuals) in the organisation are based on merit, abilities, suitability, and qualifications.

The company will not tolerate discrimination, bullying, harassment or sexual harassment by one employee/volunteer or group of employees/volunteers against another or others for any reason.

Discrimination is defined as the treatment of a person in a less favourable manner than another person is, has or would have been treated, on any of the nine grounds listed below. Discrimination can also be taken to have occurred when a person is treated less favourably by virtue of their association with a person who is a member of one of these nine groups.

No employment practices, treatment or decisions will be influenced or affected by an employee's/volunteer's or potential employee's/volunteer's:

- Gender
- Marital Status
- Family Status
- Sexual Orientation
- Religious belief or lack of religious belief
- Age (16+)
- Disability or the nature of disability
- Race, colour, nationality or ethnic or national origin
- Membership of the Traveller community

The organisation is committed to promoting a friendly and harmonious working environment where every employee/volunteer is treated with respect and dignity, and in which no employee feels threatened or intimidated.

Camara, as an equal opportunities employer, fully subscribes to the principle of equal pay as defined in the Employment Equality Act 1998.

Camara also ensures management at all levels actively support, encourage and implement equality in the workplace. To this end, management have a responsibility to ensure that any complaints of breaches of this policy are investigated thoroughly and reported to your manager/supervisor/CEO in a timely manner.

Promotion is open to all employees/volunteers of the company. Decisions are based on the existing skills, knowledge and behaviour required to perform a job to company standards, and those required in the future.

Any employees/volunteers with questions or concerns about any type of discrimination in the workplace are requested to bring these issues to the attention of their immediate manager/supervisor/ for resolution. Employees/volunteers can raise concerns and make reports without fear of reprisal. All complaints will be treated confidentially as far as is reasonably practicable.

All employees/volunteers are required to take personal and individual responsibility to comply with this and related policies, and behave in a non-discriminatory way. Any employee/volunteer contravening this policy and unlawfully discriminating against another employee/volunteer or potential employee/volunteer will render himself or herself liable for disciplinary action, up to and including termination of employment/volunteering.

All of the organisation's policies, procedures and work practices will be reviewed on an annual basis to ensure that they contribute, as far as possible, to the promotion of equal opportunities for all.

*Review:*

*This policy was reviewed Q4 2016 and is due for review again Q4 2018.*

## Appendix 6 - Volunteer Code of Conduct

*Camara Volunteers can expect:*

- To be valued as an individual
- To be respected and valued for their individual knowledge and skills
- To have support, feedback, encouragement and appreciation
- To have opportunities to develop skills
- To work in a safe environment
- To have opportunities for training
- To have access to information about the organisation policies and ethos
- Camara to deal with disciplinary and grievance matters
- To volunteer in a friendly atmosphere

The conduct of all staff and volunteers shall be guided by integrity, discretion and dignity, and they shall expect and encourage such conduct by others.

*Camara expects Volunteers:*

- To treat fellow volunteers and staff with respect
- To carry out the tasks, as outlined in their placement description, to the best of their abilities.
- To be committed, reliable and punctual
- To ask for help or support when needed
- Follow and adhere to procedures and guidelines
- To refrain from public criticism of Camara, its work or its policies.