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Galmington Netball Club Volunteer Policy**

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1. **Introduction**
   1. Galmington Netball Club (GNC) is located in Taunton, Somerset and is made up of thriving senior, junior and Bee Netball sections. GNC offers netball at every level and has 10 senior squads. Three senior squads are represented in the South West Regional League with the remaining seven senior sides competing throughout Somerset’s netball league from the premier division to division 4.
   2. GNC has seven junior squads representing the U12 – U16 age groups. GNC represents the county at U14 and U16 level in the South West Regional League. The remaining five junior sides compete in the Somerset Netball League.
   3. GNC’s Bee Netball section is made up of boys and girls from school years 3 – 6.
   4. GNC is managed by a team of volunteers who are involved throughout the club in roles such as coaching, umpiring, health and safety, player welfare and administration.
   5. GNC values and understands the importance of having a diverse, happy, respected volunteer base. Without our volunteers, GNC could not exist!
2. **Recruitment & Selection**

2.1 The process of recruiting and selecting the right volunteers is important. Volunteer roles are generally aimed at key specific positions (coaching, umpiring, safeguarding, treasurer etc.) but are also looked at in relation to the wider responsibility of the individual towards the members, the club and the community.

2.2 The responsibility for the appointment and monitoring of a volunteer is seen as a joint function of GNC’s Committee, which itself consists of volunteers with many years' experience of playing and managing netball Clubs.

**3. Safeguarding**

3.1 Any volunteer in a role which requires them to have direct involvement with young people will undergo the following checks and actions:

* An enhanced DBS check (via England Netball)
* Verification of reference from other places the person may have volunteered (if new to the Club)
* Attend a UKCC Safeguarding & Protecting Children Course
* Agreement to abide by GNC’s Code of Conduct (which outlines the expectations of every stakeholder involved in the club).

**4. Training**

4.1 GNC is committed to the up-skilling and personal development of our volunteers and will support individuals through mentoring, financial contributions and opportunities to apply new skills when and whereever possible.

**5. Support & Supervision**

5.1 GNC’s Committee Structure clearly sets out the reporting structure for volunteers. Whilst overall, GNC’s Chairperson oversees all GNC’s volunteers; all members of the GNC Committee are available to provide support to club volunteers as needed.

**6. Expenses**

6.1 GNC will endeavour to pay for any and all expenses direct from the club’s credit card or bank. In instances where this is not possible and a volunteer requires reimbursement, expenses will be paid within 1 week of a GNC Claims Form being sent to GNC’s Treasurer (form on website). All claims will be counter signed by a member of the GNC Committee and supported by receipts for auditing purposes.

**7. Health & Safety**

**7.1** GNC has a duty of care to avoid exposing any volunteers to risk their Health and Safety. Volunteers are made aware of any Health and Safety issues as part of the induction process.

**8. Insurance**

8.1 Volunteers will be members of GNC and therefore insured through their   
 England Netball membership. Separate insurance cover for non-playing   
 volunteers costs £30 for 10 named individuals and can be arranged   
 through via GNC’s Secretary.

**9. Equality & Diversity**

9.1 GNC is fully committed to the principles of equality of opportunity and the   
 elimination of unlawful and unfair discrimination and aims to ensure that   
 anyone participating or wishing to participate in netball can do so in a   
 discrimination free environment.

* 1. This commitment includes training managers and all other employees   
      and volunteers about their rights and responsibilities under GNC’s   
      Equality Policy (adopted from England Netball).

**10. Resolving Problems**

10.1 GNC will take seriously, all feedback and complaints received from club members, volunteers, members of the public and any other stakeholder.

10.2 All complaints will be dealt with in accordance with the procedure set out at section 5 of GNC’s Feedback & Complaints Policy (found on website).

10.3 GNC is committed to providing a positive netball experience and continually strives to meet expectations. From time to time things can go wrong or are perceived by others to have gone wrong. When this happens we will:

* Treat the complaint and the complainant with respect and dignity and deal with them fairly and sympathetically
* Deal with the complaint swiftly, thoroughly, impartially and confidentially
* Adopt a positive approach by using the complaint as an opportunity to take actions to improve GNC
* Provide an effective response and ensure, where appropriate, the cause of the complaint is addressed

10.4 Any club members or volunteer may receive feedback (including compliments). Any feedback should be forwarded to the GNC Players Forum. It is the responsibility of the GNC Players Forum to decide if a piece of feedback or a compliment requires any further action. This may include a written response and informing the volunteer or club members who it concerns. The Chairperson will also be informed.

**11. Audit & Review**

11.1 This policy will be reviewed within a specified period as deemed appropriate by the GNC Committee, but no longer than two years or when external influences occur such as legislation.

11.2 Last review: June 2021

Next review: June 2023

SIGNED: DATE:

Name:

**Club Chair**

SIGNED: DATE:

Name:

**Vice Chair**