8.3 Procedure for Review of the Volunteer Involvement System

**Procedure**

The <Insert Position> will conduct an annual review of <Insert Organisation Name>’s volunteer involvement system to ensure:

* Effectiveness of the system in achieving stated objectives,
* Compliance with documented policies and procedures, and
* Alignment with the National Standards.

Data will be collected and collated from multiple sources which may include, but are not limited to:

* Informal and formal feedback including compliments and complaints, from volunteers, supervising staff, and customers,
* records of reviews of existing policies and procedures,
* responses from annual questionnaires given to relevant stakeholders,
* supervision, appraisals and exit interviews,
* suggestions for improvement,
* focused questions / interviews with volunteers and supervising staff,
* records from volunteer work areas, operations and processes.

The <Insert Position> will collect and collate the data in a report with recommendations for implementing improvements to forward to the CEO. The CEO will meet with supervising staff and the <Insert Position> to discuss the report and outline any changes required.

It is the responsibility of the <Insert Position> to effect and review agreed changes, with support from the CEO and the Board.

**Application**

This procedure affects all volunteers; its application lies with the CEO and <Insert Position>.

**Standards**

1.1-1.4, 2.1-2.3, 3.4, 5.1, 5.4, 5.5, 6.1, 6.3, 7.1, 8.1-8.4

**Related Policies and Procedures**

* Continuous Improvement Policy and Procedure
* Responsibilities for Volunteer Involvement Policy
* Volunteer Involvement Policy and Procedures
* Risk Management Policy and Procedures
* Volunteer Confidentiality and Privacy Policy
* Volunteer Supervision Policy and Procedure
* Volunteer Appraisal Policy and Procedure
* Volunteer Training and Development Policy and Procedure
* Documentation and Records Policy and Procedures
* Communication with Volunteers Policy and Procedure
* <Insert Organisation Name> Confidentiality and Privacy Policy and Procedure

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| --- | --- | --- | --- |
| Approved | CEO, | Signature |  |
| Review | Annual | Next Review Date |  |