

Resolving Concerns

Volunteer FAQs

What do I do if I want to raise a concern, or a concern that has been raised with me?

If your concern is a safeguarding issue or about theft or fraud

Follow the guidance on this portal under **Volunteer Documents/ Find out more about our policies and guidance:**

- Safeguarding for Volunteers Factsheet
- Counter Fraud and Theft Policy

If your concern is about something outside of your volunteering

(for example an advertising campaign or how we spend the money we raise)

Follow the guide on this portal under **Volunteer Documents/ Find out more about our policies and guidance:**

- Alzheimer's Society Complaints and Compliments Policy
- Alzheimer's Society Complaints and Compliments Procedures

If your concern is something about your volunteering or a concern has been raised with you about your volunteering

Follow the guides on this portal under **Volunteer Documents/ Find out more about our policies and guidance:**

- Alzheimer's Society Resolving Concerns and Complaints Raised **by** a Volunteer (Informally) - Guidance for Volunteers
- Alzheimer's Society Resolving Concerns Raised **with** a Volunteer (Informally) – Guidance for Volunteers

Your volunteer manager is your primary source of support with your volunteering.

The Volunteering Experience Team is also there to help you:

Please contact them if you are unsure which process to follow up with your concern or with any feedback about your volunteering experience you may have on

volunteeringsupport@alzheimers.org.uk or 0300 222 5706.