



Speaking Up

Information for volunteers

At Alzheimer's Society we believe every volunteer deserves to feel safe, respected and supported. It's essential that you're able to raise an issue or concern and to do so confidentially. Whether it's about your experience of being a volunteer or a particular situation as a volunteer, here are the ways you can feed back:

Your volunteer manager

This person is your key contact at the Society; they know you and your role and are best placed to support you. They will listen to your concerns and may use the resolving concerns process to determine next steps. You can find more on that process here ([click this link](#)).

Volunteering Experience team

In some circumstances, it may not feel appropriate to go to your volunteer manager. In which case, please reach out to our Volunteering Experience team on volunteeringssupport@alzheimers.org.uk, or call 0300 222 5706 and our friendly team will be able to help you.

Volunteer surveys

The views of our volunteers are so important in helping us shape the future of volunteering at Alzheimer's Society. Every two years we run a comprehensive volunteer survey to get your thoughts on your experience. You can also share your experiences in our starter and leaver surveys. In addition, we hold ad-hoc workshops, surveys and working groups to gather thoughts on specific topics as well as regularly engaging our Volunteer Advisory Panel (or VAP) in our work.

Safeguarding

If you have concerns that an adult, or a child, might be at risk of harm, let us know. If something does not feel right, even if you're not sure what may be wrong and it's just a feeling, let our Safeguarding team know. If you believe that a child, or an adult, is at immediate risk of harm, or in need of medical attention, please call 999 and then let the Safeguarding team know on 0208 0499290. If you believe that the risk of harm is not immediate, or if you're not sure, please contact the Safeguarding team on 0208 0499290. For more information on Safeguarding, please see our handy factsheet ([click here to view](#)).

If you're unsure how to give feedback, please speak to your volunteer manager or contact the Volunteering Experience team.

