



## Our Commitment to You



As Chief Executive of Volunteer Cornwall, I want you to receive the very best service possible. We commit to support you in the following ways:

- Respond to your queries within 5 working days or let you know if it is going to take longer
- Meet, call or email you (as appropriate) at a time and place that is mutually convenient. If we are unable to make an agreed meeting or call, we will let you know as soon as practically possible
- Give you a named contact with an email address and/or direct phone number
- Listen to your situation without prejudice or judgement and offer the best advice and support we are able, including referring you to partner organisations (with your agreement) where we feel they may offer a more appropriate service
- Set out a clear route for complaints should you not be happy with our service

**In return we ask you to:**

- Treat our staff and volunteers with respect
- Let us know if you are unable to make a meeting or your needs change
- Recognise the limits of our service and understand that we may not be able to offer all of the help or support you are looking for

You can find out more about how we will manage any personal data you share with us, protect your confidentiality and protect your health and safety, including safeguarding issues, on the next page. You can also see what to do if you are not happy with our service or if you require any assistance in accessing what we offer.

Best wishes

Ian Jones  
Chief Executive, Volunteer Cornwall

**I have read, understood and accept the participation agreement.**

Signed.....

Print Name.....

Date.....

Volunteer Cornwall will be supporting you through.....

(insert name of project or service)

Your named contact is.....

Email address.....@volunteercornwall.org.uk

Phone Number.....

### Feedback on our services – including compliments and complaints

If you have any issues about our service, or any feedback (good or bad), please speak to your named contact in the first instance. If you wish to take the matter further, please write to our Support & Development Manager, Volunteer Cornwall, Acorn House, Heron Way, Truro, TR1 2XN or email [enquiries@volunteercornwall.org.uk](mailto:enquiries@volunteercornwall.org.uk)

### Confidentiality & Information Sharing

We agree to keep the personal information you share with us confidential and we will store and use it only in accordance with the Data Protection Act. Information will be shared only where you agree to it except where there is a concern about your safety (or that of others) or you disclose criminal activity. We will keep personal or sensitive information safe, securely stored in locked cabinets or password-protected computer systems. We will not disclose it to anyone who is not authorised to see it.

We are committed to the principles of good information management and are working towards accreditation through the NHS Information Governance Scheme. For more information on our approach, visit our website – [www.volunteercornwall.org.uk/information-governance](http://www.volunteercornwall.org.uk/information-governance)

### Safeguarding

Everyone has the right to feel safe from all forms of abuse and harassment including physical, sexual, psychological, discriminatory, financial and neglect.

All of our staff have been appropriately vetted and understand their obligations under current Safeguarding legislation. In addition, Volunteer Cornwall is committed to implementing best practice in Safeguarding, aiming to become an exemplar within the voluntary sector in Cornwall.

More details of our approach and our policy can be found on our website – [www.volunteercornwall.org.uk/safeguarding](http://www.volunteercornwall.org.uk/safeguarding)

### Inclusion

Some of our services are targeted at specific groups – often a requirement of our funders or commissioners – but within such constraints, we are committed to equality of opportunity and do not discriminate on grounds of race, sex, age, pregnancy or maternity, marital or civil partnership status, sexual orientation, gender or gender reassignment, disability, religion or beliefs.

## Our values

To be **bold** and **passionate**. To work **reciprocally** with **collective purpose** promoting **neighbourliness**.

We relate these to our daily work by being **enabling**, **creating opportunity**, **innovating**, **providing proactive leadership** and being **inclusive**.

### **You can keep in touch with Volunteer Cornwall in a variety of ways:**

Our website: [www.volunteercornwall.org.uk](http://www.volunteercornwall.org.uk)

On Facebook: [www.facebook.com/volunteercornwall](http://www.facebook.com/volunteercornwall)

On Twitter: @volcornwall

### **If you need to call us, we are open Monday – Friday from 9.00am till 4pm**

Main Office – 01872 265305

Transport Department – 01872 265300

Volunteer Enquiries – 01872 266988

Training Department – 01872 266987

### **If you want to visit or write to us, our main office address is:**

Volunteer Cornwall  
Acorn House  
Heron Way  
Newham  
TR1 2XN

Registered Charity Number – 1069957

Company Number - 3562830

**We also have offices in Liskeard and Redruth where we can meet you but please note that this is by appointment only.**

*If you need this, or any of our leaflets or publications, in a different format please ask*