

## VOLUNTARY ACTION SHETLAND - SHETLAND BEFRIENDING SCHEME

### VOLUNTEER INAPPROPRIATE CONDUCT PROCEDURE

This procedure aims to ensure that inappropriate code of conduct (ICOC) matters are dealt with in a fair and consistent manner.

This procedure applies to activities of the scheme's volunteer befrienders.

ICOC proceedings may be required as a result of investigations into a complaint in line with the Voluntary Action Shetland's complaints procedure, or may be instigated due to an incident of gross misconduct by a volunteer.

#### **Gross Misconduct**

Any of the following would constitute gross misconduct:

- Breach of service user's confidentiality
- Significant breach of the requirements outlined in the document "Code of Conduct: Volunteer" or any of the schemes policies and procedures
- Theft from the scheme, from any worker/volunteer of the scheme, or from a service user
- Deliberate falsification of records/documents
- Physical or verbal violence or abusive behaviour towards any worker/volunteer of the scheme, or service user
- Misappropriation of scheme funds, including falsification of expense claims
- Harassment/bullying of any worker/volunteer of the scheme, or service user
- Serious incapability through alcohol or being under the influence of illegal drugs
- Serious negligence which causes inappropriate risk, unacceptable loss, damage or injury

Any incident requiring ICOC proceedings shall be reported to the Project Co-ordinator.

If a volunteer is found to have committed serious misconduct the Shetland Befriending Scheme reserves the right to suspend them from continuing in their role as a volunteer immediately, while the case is being investigated.

Voluntary Action Shetland's Disciplinary and Grievance procedure will be followed in the event of gross misconduct from a volunteer.