

**YELVERTON COMMUNITY PROJECTS**  
**Additional policies agreed by the trustees on 25 July 2017**

**Policy on conflicts of interest**

Trustees are expected to:

- Draw the attention of the trustees to any pecuniary or other business interest (including those related to people they are connected with) that they have in connection with any agenda item in advance of discussion on that item.
- Be prepared to leave the meeting for the appropriate length of time if any conflicted matters arise in a meeting and abide by the decision of other trustees in respect of those matters.
- Declare any conflict of loyalty at the start of any agenda item should the situation arise.
- Abide by paragraphs J1 and J2 of the constitution, which require that trustees shall have no personal interest in the affairs of the charity.

**Policy on managing volunteers**

- Potential new volunteers will meet with the volunteer co-ordinator, who will explain what is involved. If both parties are happy to continue, volunteers will then be given training sufficient to cover their proposed role.
- New volunteers who are to have contact with children or vulnerable adults as part of their role will be subject to a DBS check before they carry out any volunteering roles. Two references will be obtained for all volunteers.
- As part of their induction, volunteers will be made aware of the following policies:
  - the data protection policy,
  - the safeguarding policy,
  - the health and safety policy,
  - that services provided to clients will not include any element of personal care,
  - that any complaints must be referred to the Chair of the relevant part of the charity,
  - that they may reclaim petrol expenses for any journeys made on the charity's business,
  - that, with the exception of the use of power tools, they are insured by YCP against claims arising from their volunteering.
- Volunteers will receive copies of all relevant policies and, at the end of their induction, will sign a formal agreement to abide by those policies.

**Policy on handling complaints**

- Anyone complaining about the work of the charity should in the first instance be put in touch with the Chair of the relevant part of the charity: YelverCare, Yelverton Cinema or Yelverton Village Park.
- If the complaint can be addressed at that level to the satisfaction of the complainant, a brief summary of the complaint and the action taken to address it should be sent to the Chair of Yelverton Community Projects for the record.
- If the complaint cannot be addressed at that level to the satisfaction of the complainant, the complainant will be put in touch with the Chair of Yelverton Community Projects, who will attempt to resolve the issue, with the involvement of the trustees if necessary.
- Any claims against the charity should be forwarded unanswered to the Chair of Yelverton Community Projects, who will forward them to our insurers.