

Form for volunteers: Reporting a concern

This form is anonymous

This means we will not ask for your name or contact details, or be able to get in touch with you to ask for more information. Therefore, please provide us with as much information as you feel comfortable with in this form.

Would you prefer to give us your name or contact details?

Please see our Volunteering for everyone page for other ways to report a concern:

<https://www.sustrans.org.uk/get-involved/volunteer/volunteering-for-everyone/>

Who can access this form?

Three members of the Sustrans-wide Volunteering team can view the contents of this form. The main person who receives reported concerns in the first instance is the Volunteering Administration and Support Officer. They are supported by our Head of Volunteering.

We ensure that more than one person can access reported concerns, so that information is received as quickly as possible, and is not delayed by colleague absence.

Sustrans is committed to protecting your privacy and personal data. For more information visit: www.sustrans.org.uk/privacy

Report a concern

1. Area (town or city) that you volunteer in:

We need you to be more specific than the nation that you volunteer in, but please don't provide your post code as this is too specific. Instead, just tell us the town or city that you volunteer in. This will enable us to address your concern with the correct people.

2. Name of your Volunteer Coordinator, or the Sustrans employee who is your main point of contact:

3. Do you want to report a person(s) or a group? Please tick one:

Person(s)	<input type="checkbox"/>
Group	<input type="checkbox"/>

3a. Reporting a person(s) (if applicable)

Full name(s) of the person(s) you want to report / description of the person(s):

If you want to report a person(s), provide their full name(s). If you can't, provide us with a description of them instead, along with as much detail as you can so that we can correctly identify them.

If you don't, it might make it difficult for us to properly review and deal with your concern, as we don't want to risk addressing the wrong person.

3b. Reporting a group (if applicable)

Group name and location:

If you want to report a group, or something that has happened with a group, provide the group name and/or location. If you can't, provide us with a description of them instead, along with as much detail as you can so that we can correctly identify them.

If you don't, it might make it difficult for us to properly review and deal with your concern, as we don't want to risk addressing the wrong people.

4. How do you know this person(s) or group?

Help us to understand how you know them, for example: Are you volunteering together? Are they your Volunteer Group Coordinator?

5. Why are you reporting this person(s) or group?

Use this space to describe your concern in as much detail as you feel comfortable.

6. Have you mentioned your concern to a Sustrans employee?

Yes	
No	

6a. If you feel comfortable for us to contact this Sustrans employee to discuss your reported concern, provide their name here:

Thank you

We will look into the information which you've provided as soon as possible. Remember, because this form is anonymous, we won't be able to respond to you. We thank you for filling in this form. It is important to us that all concerns are reported.

Please return this form to our Freepost address:

Sustrans Volunteer Engagement Team

Freepost (SWB 1314)

Bristol

BS1 5FA

What will happen when we receive this form?

A member of the Sustrans-wide Volunteering team will review your report. They will then decide where this information goes:

- If your concern is about your Volunteer Coordinator or the Sustrans employee who is your main point of contact, it will be passed to our Head of Volunteering to be addressed and handled by them.
- If your concern is about another Sustrans employee(s) or a volunteer(s), it will be passed to your Volunteer Coordinator to be addressed and handled by them. If required, they will request support from the Sustrans-wide Volunteering team.

In all cases, we will take your concern seriously and handle it with confidentiality.

Any sensitive information which you report will only be shared with relevant colleagues who need to review it.

The person(s) or group you are reporting will be notified about what you have reported in due course. This gives us the opportunity to discuss your concern with them and hear their response.