



SURREY

Our volunteer promise

We value volunteering and our volunteers

Making it easy

We will:

- work to provide volunteering opportunities that are valuable and beneficial
- give you a point of contact for your volunteering activities

Keeping you informed

We will:

- respond to you as soon as possible

Getting it right

We will:

- provide clear information, support and advice that explains your volunteering role
- use your experience and feedback to improve how we do things
- recognise the impact of volunteering in our communities

Treating you in the right way

We will:

- continue to be welcoming and ensure you feel valued
- consider your needs, safety and wellbeing in your volunteering
- listen, be helpful, polite and treat you fairly and with respect
- be open, inclusive and communicate early
- keep your personal information confidential and GDPR compliant

In return, we ask you to:

- let us know when you are unable to keep to volunteering commitments
- keep in regular contact with us
- give us your feedback so that we can learn from your experience
- do all that is needed to keep yourself and others safe
- adhere with any confidentiality requirements
- treat everyone politely and with respect