



Resolving Difficulties

The staff member on duty will be there to respond to any incidents to the best of their ability. If a situation arises where a volunteer does something considered to be inappropriate by either a member of staff or a fellow volunteer then the project leader will have a quiet word at the time of the incident. If this doesn't resolve the issue, we will follow up with a phone call to discuss the issue upon completion of the project. We will make every effort to resolve any problems in a mutually amicable way, but the final decision regarding any action to be taken rests with the New Caledonian Woodlands staff team.

Equally, if a volunteer has a concern with a member of New Caledonian Woodland staff please contact another New Caledonian Woodlands member of staff to discuss the issue and we will make sure the complaint is investigated fully.