



Folkestone Nepalese Community (FNC)

Volunteer Handbook – Key Information

Welcome to FNC! We're so grateful you're giving your time, skills, and energy to help our community. This summary sets out the main things you need to know as a volunteer.

Our Commitment to You

- We value your contribution and aim to make volunteering with us safe, rewarding, and enjoyable.
- You will receive an **induction and training** for your role.
- You are covered by FNC's **public liability and employer's liability insurance**.
- We will reimburse **reasonable out-of-pocket expenses** (with receipts).
- You will be treated with **respect, fairness, and equality** at all times.

Your Commitment to Us

- Respect FNC's values, safeguarding, confidentiality, and equality policies.
- Let us know if you cannot attend a session or activity.
- Work positively with staff, other volunteers, and service users.
- Give reasonable notice if you wish to end your volunteering role.

If You Have a Problem (Grievance)

1. Try to resolve the issue informally with your Manager.
2. If unresolved, put it in writing to the Manager (response within 10 days).
3. If still unhappy, appeal in writing to the **Trustee Chair**. Their decision is final.

If There's a Concern About Your Role (Disciplinary)



- Minor issues will be discussed informally.
- If concerns continue, you may receive a **formal warning**.
- If problems remain or for serious breaches, your volunteering role may be ended.
- You have the right to **appeal to the Trustee Board** within 10 days.

Examples of misconduct include:

- Breach of confidentiality
- Harassment, bullying, or discrimination
- Misuse of FNC property or funds
- Repeated absence without notice

Gross misconduct (may end role immediately):

- Theft or fraud
- Violence or threats
- Safeguarding breaches
- Serious health & safety violations

Support & Supervision

- You will have regular opportunities to discuss your role, progress, and training needs.
- We encourage open and honest communication at all times.

Contact Details

Folkestone Nepalese Community (CIO)

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