Volunteering Liverpool - Service Level Agreement

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Agreement Overview
The following Service Level Agreement (SLA) is a description of outcomes and activities to be delivered by Liverpool Guild of Students as part of the ‘Volunteering Liverpool’ platform. The agreement covers service delivery for potential volunteers and voluntary organisations in Liverpool.

Objective of the Agreement
The purpose of this agreement is to ensure a level of service is provided in respect of the provision of volunteering opportunities to potential volunteers.

This agreement sets out:
- the service we provide to potential volunteers and voluntary organisations
- the overall standard which we aim to achieve in the provision of our service
- a mechanism for resolving any problems relating to the delivery of the service

Future reviews and amendments to this Service Level Agreement

This agreement will be reviewed annually and changes to the agreement will be emailed to users.

Objective of the Service
Volunteering Liverpool exists to offer volunteering opportunities to students and members of the wider community. Volunteering Liverpool acts as a brokerage ‘platform’ on the Liverpool Guild of Students website and we work with other education institutions in Liverpool (City of Liverpool College, Liverpool Hope University, Liverpool Hope Students’ Union, Liverpool John Moores University, and Volunteer Centre Liverpool) so as not to duplicate opportunities for potential volunteers.

The platform has been developed by NUS to form part of Union Cloud websites, specifically for Students’ Unions as the previous Volunteering Liverpool website was no longer fit for purpose.

The system is an online database for volunteers and organisations. It allows organisations to add and update information on their current volunteer roles through a secure dashboard, where the organisation has their own individual pages to help track, approve and communicate with volunteers. The system allows the organisation to set a quota for how many volunteers are required and automatically closes the advertisement when enough volunteers have expressed an interest.

Volunteers are able to search through available vacancies but will only be able to apply if they are registered with the website. If they apply for an opportunity the organisation can access the volunteer’s contact details via the platform and the organisation can provide them with relevant application information.

Volunteering Liverpool is a brokerage service and as such Liverpool Guild of Students and other users are not liable for volunteers undertaking opportunities advertised on the website.

Service Users
- Students studying at HE and FE institutions in Liverpool, notably those mentioned above

1 See Appendix 1: Union Cloud Privacy Policy

Liverpool Guild of Students
160 Mount Pleasant, L3 5TR
+44 (0) 151 794 6868
www.liverpoolguild.org

Charity Number: 1137398
Company Number: 07324992
- Non-students in Liverpool
- Voluntary organisations across Merseyside

The service will be available to all of the above and will be advertised to all throughout the year.

**Service Agreement**

Liverpool Guild of Students will be responsible for:

- Promoting the service to voluntary organisations and potential volunteers
- Ensuring that the service is functional and up-to-date at all times and storing data in line with our data protection policy²
- Contacting registered users with information about new and ongoing opportunities
- Approving organisation registrations according to the information they provide about their policies and procedures and with reference to Volunteering Liverpool procedures and criteria
- Approving organisation opportunities with reference to Volunteering Liverpool procedures and criteria
- Resolving any issues relating to usage of the site. The Guild can be contacted using details available on the site and will endeavour to respond to inquiries within one working day.
- In the event we receive a complaint regarding a volunteering opportunity or organisation, we reserve the right to investigate under our Complaints Procedure.
- The Guild also reserves the right to suspend or remove any opportunity or organisation from the platform.
- In the event of an opportunity or organisation being removed from the platform, we will email current volunteers informing them of this action

The voluntary organisation will:

- Be responsible for the selection of suitable volunteers for the opportunity
- Provide volunteering opportunities which are appropriate for students, where levels of expectation are realistic and achievable and where the voluntary activity will not replace the work of paid members of staff
- Contact any interested students within 7 working days of receiving their application
- Provide accurate and up-to-date information about the role and offer appropriate inductions, training, and insurance for the volunteer to complete the opportunity
- Be responsible for the health and safety and welfare of all volunteers working at the organisation. The organisation must have conducted thorough risk assessments relating to all volunteer activity
- Hold responsibility for undertaking DBS checks or seek references for volunteers if this is a requirement for the role
- Keep an up-to-date record of any volunteers who have come to you via Volunteering Liverpool, monitor their hours and approve their timesheets online via the platform’s timesheet function
- Maintain open and on-going communication with Liverpool Guild of Students regarding volunteer recruitment and applications, and ensure that any issues and concerns are raised immediately.
- Notify Liverpool Guild of Students of any changes to an organisation’s account, including, but not limited to, an organisation’s contact details.
- Provide feedback and case studies relating to University of Liverpool students who volunteer with the organisation
- Ensure that International students do not breach their visa restrictions in relation to volunteering
- Ensure that all staff supporting volunteers are made aware of this SLA

Organisations can change their password as and when they wish by clicking the ‘forgotten your password?’ link on the Liverpool Guild sign in page. A password reset email will be sent to the address which the organisation is registered under.

**Appendix 1: NUS Media Union Cloud Privacy Policy October 2014**

NUS Media Privacy Policy

²See Appendix 2: Liverpool Guild of Students’ Data Storage Policy
We take your privacy very seriously and are committed to protecting your personal information and being transparent with you about how we are using your details. This privacy policy explains how NUS Media may collect and use information about you that we obtain through your students’ union’s/guild’s website that is powered by UnionCloud.

1. OPERATING UNIONCLOUD

We process your personal details on behalf of your union in order to operate and manage UnionCloud as their contractors. This might involve, for example, us accessing your details in order to manage and arrange for the hosting of UnionCloud. When we process your personal details in this way, we are doing so as an agent on behalf of your Union and we will only process your details in accordance with the instructions of your university, college or Union.

As well as accessing your data to manage and service UnionCloud, we would also like to use the details that are collected about you via UnionCloud to send you updates on events, employment, discounts, activities, opportunities, campaigns and promotions and other information that you might be interested in. We can only do this if you have given us permission via the consent boxes when you register for the service.

You can change your preferences regarding these updates at any time by using the ‘preferences section’ of your account.

It must be stressed that we will never provide your data to third party without your explicit consent. We currently work with two approved Partners, Endsleigh Insurance and Graduate Prospects, and if you give us your permission we will pass on your details so that they can communicate directly with you. As mentioned above, you can easily withdraw your permission at any time. Another service we offer is to assist you in finding employment. If you give us permission we will email details of potential vacancies to you based on your academic profile. We will not pass your details to the potential employer, but send their details to you so that you can instigate the conversation.

Please read the rest of this policy which explains to you what information we will be processing and how we will be processing your information, as applicable based upon the preferences you have expressed. If you have any queries about this policy or how we handle your information please email privacy@nusmedia.co.uk

2. YOUR ACCEPTANCE OF THIS POLICY

If you do not agree to this policy, just uncheck the box that says that you are happy for NUS Media to use the information it collects through UnionCloud. If you proceed and accept the statement, you are agreeing to the terms of this privacy policy and we will do everything possible to ensure the safety of your information.

3. HOW DO WE COLLECT INFORMATION ABOUT YOU?

We can receive information from you in a number of different ways via UnionCloud. Some of the key sources from which we obtain information about you are set out below.

- **Your registration information** – this includes the information that you provide when you sign up to your union’s website and create a user profile such as: your name, address, email address, etc.

- **Information from your students’ union and/or university or college that is provided to NUS NUS Media Privacy Policy Media for the purposes of running their website** – this will include all information that is provided on your enrolment form when you first become a student at your university or college, for instance: course, enrolment dates, institution etc.

- **Information that is provided about you via any clubs and societies that you are a member of through your university, college or students’ union** – this might include for example details of your hobbies and interests or your membership of particular clubs or interest groups.

- **Information that you provide through any transactions or activities that you carry out using your union’s website** – this might include any purchases of goods that you have made using UnionCloud. For instance we might have records of gig tickets that you have bought via UnionCloud and use those records to send you updates about similar events or promotions.

4. WHAT INFORMATION DO WE COLLECT?

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The personal information that we collect from you may include, but is not limited to, the following:

- name;
- date of birth;
- email address;
- address, postcode;
- phone number;
- membership of clubs and societies
- course details
- hobbies/interests
- history of your purchases via UnionCloud

5. HOW WE USE YOUR INFORMATION

Depending on the preferences you have expressed on the tick-boxes, NUS Media may use your information to:

- process information about you on behalf of your students’ union for the purposes of managing the functioning and operation of UnionCloud;
- send you updates on events, employment, discounts, activities, opportunities, campaigns and promotions that might be of interest to you;
- assess how you use UnionCloud and/or your union’s site.
- subject to you giving us appropriate permission, we may also send you information from third party organisations who wish to make contact with you about events, employment, discounts, activities, opportunities, campaigns and promotions.

If you change your mind and decide that you do not want us to send you updates, please contact your local Union and tell them that you no longer wish to receive this information or simply update your privacy preferences on your profile page.

6. HOW DO WE PROTECT YOUR INFORMATION?

We place great importance on the security of your personal information and always try to take appropriate precautions to protect it.

We take appropriate measures to ensure that the information disclosed to us is kept secure, accurate and up to date and kept only for as long as is necessary for the purposes for which it is used. Despite all of our precautions however, no data transmission over the internet can be guaranteed to be 100% secure. So, whilst we strive to protect your personal information, we cannot guarantee the security of any information which you disclose to us online or otherwise and you must understand that you do so at your own risk.

NUS Media Privacy Policy

7. EMAIL

We will use reasonable technical skills to ensure the integrity of emails, however, we cannot guarantee the confidentiality of any messages transmitted between you and us or anyone else via UnionCloud. We would therefore advise caution regarding any email that contains personal information, and especially sensitive personal information.

8. CHANGES
If your personal details change, please help us to keep your information up to date by updating your profile page.

We reserve the right to amend this privacy policy. If we do so, we will notify you and you will be deemed to have accepted such changes. Please revisit this policy each time you consider giving personal information.

Appendix 2: Liverpool Guild of Students Data Protection Policy

The Guild collects, holds and uses a variety of data on employees, students and others it comes into contact with. The Data Protection Act requires all organisations that handle personal information to comply with a number of important principles regarding privacy and disclosure. The Act also allows people to find out what personal information is held about them. This could be on computer, manual or any other format, as long as the data is in a system that allows the information to be readily accessible.

We will:

- make sure that any data gathered and used by us is done so fairly and lawfully;
- ask your consent before we use the data;
- tell you what we are going to use the data for and not use it for any other purpose;
- only ask for the data that we need and we will make sure that any data obtained is suitable for the intended purpose;
- update our data when you tell us about any changes to it;
- not keep data for longer than is necessary;
- use our data in accordance with your rights under the Data Protection Act;
- keep all information in a safe and secure manner whether it is on paper or in the form of electronic data; and
- not transfer any of your data outside the European Economic Area unless you give us your permission to do so.

Appendix 3: Liverpool Guild of Students Complaints Procedure

1. General Principles

1.1. Liverpool Guild of Students is committed to ensuring that we deliver high quality services, facilities and activities. We recognise, however, that there may be occasions when students will feel that they have cause for complaint. Complaints may be made by individuals or by groups. This Complaints Procedure sets out how complaints will be addressed.

1.2. This Complaints Procedure has been ratified by the LGoS Board of Trustees, the governing body of the Guild of Students. It will be available on the LGoS web site and periodically will be brought to the attention of all staff and students.

1.3. If a person believes that they have a legitimate complaint in one of the following areas:
• The services and facilities provided by LGoS or
• An individual or group within LGoS.

then s/he may use the Complaints Procedure set out in this document.

1.4. This procedure does not apply to the conduct of Guild elections. If a person wishes to complain about
Guild elections they should follow the process outlined in Bye-Law 6 of Liverpool Guild of Students.

1.5. This procedure aims to ensure that;

• Where possible, matters are resolved at a local level
• Complaints are treated seriously, positively and constructively
• Complainants will not suffer any disadvantage or recrimination as the result of making a
  • complaint in good faith.
  • Matters are dealt with promptly and appropriately
  • Complaints are investigated fully and fairly with due regard to the LGoS’ Equal Opportunities
  • Policy.
• Feedback is used to improve Liverpool Guild of Students’ services, facilities and activities

1.6. If a complaint is found to be justified, LGoS will take such action or provide such remedy as may be
appropriate and will do so promptly. The complainant will be advised of this in writing. If a complaint is
not upheld, the reasons for the decision will be communicated to the complainant in writing.

1.7. Complainants and any individual against whom complaints are made may expect complaints to be dealt
with confidentially and that his/her privacy will be respected. However, it may be necessary to disclose
information to others in order to deal with the complaint. In these circumstances the parties concerned
will be informed of such disclosure.

1.8. Whenever, in the course of a complaint being dealt with, a complainant or any person against whom a
complaint is made is invited to discuss the complaint orally or to attend a hearing, s/he shall be entitled
to be accompanied. The companion may be either a friend or colleague. He/she must tell the person
who is conducting the complaint hearing who the chosen companion is in good time before the hearing.

1.9. In normal circumstances any hearing which a complainant is invited to attend in connection with the
investigation of a complaint will be held during semester time. If, in exceptional circumstances, the
investigation of a complaint requires a complainant’s attendance outside of semester time, reasonable
travel and subsistence expenses incurred by the complainant in attending the complaint or appeal will be
reimbursed by LGoS.

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1.10. Where time limits for action are defined, they are to be considered as maximum limits; all complaints and appeals will be dealt with as promptly as possible. Where there is good reason to extend these limits, the complainant(s) will be informed immediately.

1.11. Anonymous or third party complaints will not be dealt with under this procedure. If a member of staff receives an anonymous complaint, s/he will be expected to seek advice from his/her line manager as to how the complaint should be dealt with.

2. Stage One- Local Resolution

2.1. The majority of complaints can be resolved satisfactorily at a local level:

2.1.1. If the complaint is against an individual, the complainant should, if possible, first raise their complaint either orally or in writing with that individual, or the appropriate departmental manager, stating the remedy they are seeking.

2.1.2. If the complaint is about facilities or services provided by LGoS, the complainant should raise the complaint with the appropriate departmental manager again stating the remedy being sought. The complaint must normally be made within 28 days of the actions (or lack of actions) which prompted the complaint. The person to whom the complaint has been made shall respond to the complaint, normally within ten working days of the complaint being made. If it proves impossible to respond fully within ten working days, the complainant shall be informed of the timescale for the receipt of a full response.

2.2. If the person to whom a complaint has been made rejects the complaint, s/he must state his/her reasons for doing so.

2.3. If a complaint is of a general rather than specific nature, it may be more appropriate to ask the Chief Executive or LGoS President to raise it at an appropriate committee or group.

3. Stage Two- Central Resolution

3.1. If the complainant remains dissatisfied with the written response, or if s/he feels unable to attempt a local resolution, s/he should refer the matter formally in writing to the Chief Executive. Where the complaint is against the Chief Executive Officer the complaint should be address to the President.

3.2. The written complaint should set out briefly

3.2.1. the name, address, contact telephone number and email address of the complainant

3.2.1.2. the nature of the complaint
3.2.1.3. the informal steps already taken (if any)

3.2.1.4. details of the response received

3.2.1.5. a statement as to why the complainant remains dissatisfied

3.2.1.6. the remedy sought

The complaint should enclose copies of any correspondence exchanged during Stage One and any other relevant papers.

3.3. The Chief Executive Officer (or the President if the complaint is directed against the Chief Executive Officer) shall acknowledge receipt of a formal complaint in writing within five working days. S/he shall appoint a person or persons within LGoS, having no material interest in the complaint, to carry out an investigation. This person would in most instances be a senior manager or an External Trustee of LGoS.

3.4. The investigator(s) may seek to resolve the issue on the basis of documentation, after having sought further information from the members of staff involved in the informal investigation of the complaint, or may call a hearing at which the complainant and any other persons involved may submit their respective cases. In the unavoidable absence of any parties in the hearing, the hearing may be postponed, but the voluntary absence of one of the parties shall not prevent the hearing proceeding.

3.5. After investigation of the complaint the investigator(s) shall decide whether the complaint is justified or not and shall submit a report in writing to the Chief Executive Officer (or President), containing such recommendations as may be appropriate. The Chief Executive Officer shall determine what action, if any, shall be taken and shall communicate this in writing to the complainant and all other relevant parties within 28 working days of the date of acknowledging receipt of the formal complaint.

3.6. Appeals

3.6.1. If the complainant wishes to appeal against a decision he/she must do so in writing to The Chair of the Appointments & Appeals Committee within 5 working days of being notified of that decision, stating the grounds of appeal. Failure to state the grounds of the appeal will render the appeal invalid.

3.6.2. The appeal meeting will take place as soon as practicable, normally within 10 working days of the
appeal being lodged.

3.6.3 Appeals will be considered by a senior manager or external trustee who has not previously been directly involved in the case. The appeal officer will normally be accompanied by an HR adviser and a note taker if appropriate at the appeal meeting.

3.6.4 The appellant and any person who is the subject of a complaint may each be accompanied at any such meeting by a friend or colleague or other agreed person, who may speak on his/her behalf, at the appeal meeting.

3.6.5 The outcome of the appeal will normally be confirmed at the end of the meeting and will be in writing within 5 working days or the decision may be deferred for notification in writing within 5 working days.

3.7 University

3.7.1 If, having completed all stages of this process, the complainant remains dissatisfied with the outcome of their complaint they may request an independent review of the complaint by writing to the Vice Chancellor of the University of Liverpool. The Vice Chancellor will appoint an investigating officer to consider whether the complaint has been handled fairly and in accordance with this Complaints Procedure. The investigating officer will not consider the merits of the original complaint and will be acting under the Liverpool Guild of Students Complaints Procedure and not on behalf of the University or under the University's Student Complaints Procedure.

4. Monitoring

The Chief Executive Officer of LGoS will monitor, on an annual basis, complaints which have been submitted to the Guild and will be responsible for implementing, or recommending changes to systems or procedures. The LGoS Board of Trustees and the Guild Liaison Sub-Committee (GLSC) shall receive on an annual basis a report on the outcome of the monitoring processes and from time to time shall consider whether changes to the Complaints