



Volunteers Charter

GETTING TO KNOW FROMEFM

FromeFM is a Frome based non-profit community radio station run by **Frome Community Productions CIC**. Produced by members, and supported by volunteers, FromeFM broadcasts programmes online and on 96.6FM locally to the Frome area. FromeFM provides niche music programmes; Frome focussed debates and reportage, sustained support for and coverage of the work of community groups and radio for children.

For the purposes of this guide, Frome Community Productions CIC and FromeFM shall be deemed to be the same.

The FromeFM website provides lots of information about the organisation, its purpose, its structure and its commitments and team. Below are a few suggestions of other things you can do:

- Tune in to different shows, to give you a feel of the station's output.
- Come to social gatherings and relevant meetings.
- Get introduced to other volunteers and members.
- Follow FromeFM's social media channels.
- Understand the terms of reference for your role.
- Understand the importance of your role.
- Know who to talk to about feedback or if there is a problem.
- Get to know the studio and its accessibility.
- If in doubt please ask! The volunteer/membership coordinator, a Director or a member, will be able to help you or signpost you to someone who can, if you do not know or understand something.

WHAT IS EXPECTED FROM YOU

As a FromeFM volunteer, you are in a position of trust and you might be responsible for equipment or information pertaining to FromeFM's business. We ask you to preserve FromeFM's good name by:

- Supporting the aims and objectives of FromeFM and community radio.
- Knowing and keeping to the policies and procedures of FromeFM.
- Being open minded and honest in your dealings with us.
- Treating everyone you encounter whilst in the course of your volunteering with courtesy and respect.
- Reaching a shared understanding of your role and commitment, and telling FromeFM if you wish to change the nature of your contribution.
- Informing FromeFM of any improvements that can be made to the service and support that you receive.

OUR RESPONSIBILITIES TO YOU

As a volunteer you can expect:

- That your contribution is valued by FromeFM, who are fully aware of the nature and purpose of volunteering.
- To be given tasks that you are capable of and that are of benefit to the station.
- A clearly defined outline of the task we would like you to undertake.
- To have a key contact for the task involved.
- That we strive to ensure equality of opportunity.
- Safe working conditions.

We will also try to ensure that you:

- Are kept informed of changes and developments affecting you.
- Have the opportunity to be involved with decision making that affects you, where appropriate.
- Are able to say no to requests outside of the task outline and agreed with you.
- Have access to a complaints procedure via an independent director.
- Are able to see how your contribution fits into the broader objectives of the station.

RESPONSIBILITIES OF VOLUNTEERS

We would ask that as a volunteer you:

- Work with us to achieve our aims and objectives.
- Be reliable.
- Give commitment but don't over commit yourself.
- Air any problems/issues immediately to the appropriate person.
- Respect confidentiality, equal opportunities, health and safety and safeguarding policies.
- Uphold the name of FromeFM.
- Provide notice of your intention to stop volunteering for us, where possible.
- Respect FromeFM's right to discontinue an individual's voluntary service.
- Adhere to our social media guidelines.
- Enjoy yourself!

CONFIDENTIALITY & THE NEED TO KNOW PRINCIPLE

When volunteering at FromeFM, we ask that you act with integrity, confidentiality and discretion at all time. Whatever role you have, you will be privy to information relating to the operation of the station. To help avoid reputational harm it is important that you follow the 'need to know principle'.

- Only share information with those who are entitled to it.
- Be aware of your surroundings when discussing information about FromeFM.
- Whilst we encourage you to use social networking sites, such as Facebook, Instagram and Twitter to promote the station we ask you to pause for thought before posting something that could be misinterpreted or have a negative impact on FromeFM or an individual.
- Always follow the 'need to know principle' when it comes to sharing information (this includes blogs, photo/video uploads, status updates, tweets and check-ins).

SOCIAL MEDIA DO's:

- ✓ We encourage you to re-tweet, share or pass on posts made by the official FromeFM Facebook (www.facebook.com/FromeFM), or Twitter (@FromeFM), as this will help us to raise our profile.
- ✓ Encourage your friends to follow our social media channels.

SOCIAL MEDIA DON'Ts:

- ✗ React to a negative comment made by somebody else on your own, or someone else's profile regarding FromeFM.
- ✗ Provide any information that is not in the public domain (such as operational processes).
- ✗ Share specific details of internal activities/operations/finances.

DEALING WITH PROBLEMS/COMPLAINTS

We hope that volunteers will never need to lodge a complaint or have a complaint made about them.

However, as a volunteer, if you have a complaint about FromeFM, or about someone within FromeFM, you can write to:

**The Chairman
Frome Community Productions CIC
Frome Town Hall
Christchurch Street West
Frome BA11 1EB**

You can submit your complaint by email and the email address for the chairman can be found on the FromeFM website 'Contact Us' page.

All complaints will be investigated fully by the directors. Any person who is subject to a complaint will be given the opportunity to represent themselves as part of the investigation.

DISCIPLINARY PROCEDURE

If the directors consider that role or activities of a volunteer does not meet with our standards, the directors will first consider if the matter can be dealt with informally. If they decide it cannot, they may decide to issue a verbal or written warning. They may also take further action which could include, but is not limited to, placing restrictions on a person or group's involvement with FromeFM. Decisions of the directors will be final.

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