

List of policies and procedures

- Capability Policy and Procedure
- Communications Policy
- Complaints and Compliments Policy
- Data Protection Policy
- Decision Making Procedure
- Disciplinary Policy
- Equality Policy
- Escalation Policy
- Financial Policy
- Freedom of Information
- Grievance procedure
- Health and Safety Policy
- Influencing Policy
- Information Sharing Protocol
- Partnership Working Policy
- Recruitment Policy
- Safeguarding Policy
- Volunteer Expenses Policy
- Whistleblowing Policy

Consideration to be given to the development of a policy for persistent and vexatious behaviour. SK has sourced a policy from Healthwatch Gloucestershire – they also used Relate to train staff on how to close down inappropriate calls.

All policies subject to annual review by a lead Board member.