

Telling Someone “No”

There will come a time when someone who is interested in volunteering with your organisation is deemed unsuitable. This may be for a variety of reasons such as –

- Lack of skills
- Unsatisfactory disclosure
- Unable to provide references
- Lack of flexibility (time-wise)
- Does not have the right attitude
- Lack of enthusiasm

Telling someone “No” is not an easy task but here are some tips that you may find useful –

- Never hide behind excuses, honesty is the best policy
- Explain the reason behind your decision, it might only pertain to this particular role
- Have all the necessary paperwork to hand Eg role description, application form etc
- Ensure they understand your reasons
- Be polite and understanding. You don't want to put them off volunteering altogether!
- Ask if they have any questions
- Offer them an alternative volunteering opportunity (if appropriate)
- Refer them to **DVVA** for information on other opportunities

Above all be honest, above board and fair.