

The information below is an overview of requirements and for further more detailed information, support and guidance plus associated templates etc please contact the BVA Group Development Team via telephone 01256 423816 or email admin@bvaction.org.uk (please quote "BVA Group Assistance" on title). www.bvaction.org.uk

This extract is taken from the NCVO quick guide to thanking volunteers and gives advice on when and how to thank your volunteers and ensure that they feel valued

Things to consider

How you decide to thank your volunteers can be as important as the decision to thank them at all. It will be informed by many factors; how many volunteers you have, their physical proximity to you and the culture your charity has decided for itself.

Where and how to say it

You should always tailor your thanks to the individual volunteers. A very public expression of thanks, be it in a report or at a special event, may help to carry weight. For people who are uncomfortable in the limelight, a quiet pat on the back, an email or a telephone call, may be better. Volunteers often feel more valued simply with regular contact. Some organisations choose to present certificates to recognise length of service or hold local events to thank volunteers, especially during Volunteer's Week.

Giving gifts

Acknowledgment through words, either in public or private should always be the first port of call. On occasion though, such as the departure of a long-serving volunteer or a significant accomplishment, you may feel that you would like to make a larger gesture in the form of a gift. As a general rule, the act of giving should always outshine the gift itself. Inexpensive merchandise such as certificates, mugs or t-shirts often do the job. Volunteers committed to your cause are likely to be upset if they feel gifts were too lavish. They want to see the resources put into the cause you are all working for.

Charities should always be cautious that, in rewarding volunteers, they do not compromise the legal or financial relationship they have with them. It is good practice to not offer anything of significant monetary value, and not to offer gifts on a regular basis.

Further information

See more on [managing and retaining volunteers](#)