# Our Sponsorship Agreement

**Add an introduction to your group – who are you?**

We are all volunteers. We are not paid by the government or any NGO. Our role is to provide support to the extent that you want and need it. We are doing this because [**What motivates us to support the family?]**

**We will support you for 12 months from DATE to DATE.**

We will help you to:

* Become familiar with your new home;
* Settle, live and work independently in the UK, and
* Learn English

# Your Commitment

We expect you to:

* Be kind and considerate. Please remember that we are volunteers, and we are not paid to support you.
* Treat us with respect and equality. Respect our beliefs, gender, religion, culture, ability, sexuality, and experience. Do not impose your beliefs on others.
* Don’t get drunk or consume drugs while we are visiting.
* Don’t put us in physical danger
* Don’t act sexually inappropriately
* Contact us between Xam and Xpm, unless it is an emergency
* If we have an arranged appointment, please be on time.
* If you are unable to attend a planned visit, give as much notice as possible. We may have arranged our work and other plans around this appointment.
* Feel comfortable to say ‘no’ if you disagree with us.

# Our Commitment to You

In return, we pledge the following commitments.

### We will respect you.

* We will be kind and considerate
* We will respect your beliefs, gender, religion, culture, ability and experience. We will not impose our beliefs on you.
* We will not act sexually inappropriately
* If we can’t attend a planned visit, we will give you as much notice as possible.

### We will respect your autonomy.

* We will not *do* things for you – we will help and *teach* you, so that you have power to do things for yourself.
* We will try to give you enough information to make informed choices
* We will empower you to make your own decisions
* We will support your decisions

### We will respect your privacy.

* We will not visit your home without an appointment or invite.
* We will not share your contact details without your permission – only a few designated group members will know your telephone number.
* We will not discuss personal information about you without your express permission (except where withholding such information could lead to harm).
* We will not make casual comments about you in informal settings – for example, to our friends and family.
* We will only contact you between hours of X and X, unless there is an emergency.
* We will not take or share photographs of you without your consent.
* While we are volunteers, we will not “friend” you on social media.

### We will not exchange money

* We do not want you to feel obliged to give us food/drink every time we visit, or to spend your money on us.
* We won’t lend to or borrow money from you. If you have concerns about money, tell us, and we can help you to find solutions.

### We will work safely

* We will make sure that all volunteers are checked and safe[[1]](#footnote-1)
* Initially there will always be two volunteers present when we meet with you
* We will not volunteer while under the influence of drugs or alcohol. We will not smoke cigarettes in your home.
* We will not put you in physical danger
* We cannot give you specialist advice (this is illegal in the UK). If you need such advice, we can help by connecting you with professional immigration lawyers.

# What to do if you are concerned or have a complaint?

* If you are concerned about anyone’s behaviour, or you feel at risk, you should NOT remain in a situation you consider unsafe. You can ask a volunteer to leave at any time.
* If you have a complaint or concern about the conduct of a volunteer, it is best to start by speaking with the person directly involved.

If you cannot resolve your complaint or concern this way then contact: **NAME AND CONTACT**

* Or, if your complaint is about NAME, or you are not happy with how they have treated your complaint, you can contact: **NAME and CONTACT**
* Our Complaints Policy (ATTACH) details how we will respond to your complaint.

# What to do if we are concerned or have a complaint?

* If a volunteer is concerned about someone’s behaviour, or feels at risk, they must NOT remain in a situation they consider unsafe.
* If a volunteer has a complaint or concern about the conduct of a family member, they should start by speaking directly with the person and try to resolve informally. They should tell the Core Team about the discussion.
* If the volunteer cannot resolve the problem informally, or if the Core Team decide that there has been a breach of the Code of Conduct, the Core Team will work with the persons involved to resolve the problem. Steps to resolve may include:
	+ A written apology
	+ A mediated discussion
	+ Cultural awareness workshop
* Where complaints or concerns remain unresolved, the Core Team will contact the Home Office for advice and mediation.
* All people will remain confidential, telling only people who need to know.
* Once the concern is closed, the Core Team and family members will review the Code of Conduct and decide whether any amendments are needed.

**Signed by (Family Members)**

**Date**

**Signed by (Group Chair)**

**Date**

1. All volunteers must:

Have an enhanced DBS Check (This means that we have checked their police records to ensure they do not have a criminal history of violence or abuse).

Provide two references (This means that two people have written a statement to declare they know the volunteer to be a trustworthy person).

Attend safeguarding training (this means they know how to keep you and themselves safe). [↑](#footnote-ref-1)