



## WHAT TO DO WHEN...

### You Are Concerned About a Member

As a volunteer, members might share confidential and personal information with you. Please treat this information respectfully.



IF the concern is about a member's behaviour, please refer to the [Member Policy](#) or the Website which has a [Member Safety](#) page. If you feel that a member has breached the policy or is behaving in an unsafe manner, please report this to a member of the Operational Team via [enquiries@widowedandyoung.org.uk](mailto:enquiries@widowedandyoung.org.uk)



IF the concern is about a member's wellbeing, please signpost them to a relevant support charity, such as [The WAY Helpline](#), [The Samaritans](#), [Mind](#) or [Child Bereavement UK](#). While you can support and listen, please remember that you are not in a counselling role and also be mindful of the impact on your own wellbeing.



IF you feel that a member is a risk to themselves or others, please do not hesitate to telephone the emergency services. If you have cause to do that, please also advise one of the Operational Team via the WAY email ([enquiries@widowedandyoung.org.uk](mailto:enquiries@widowedandyoung.org.uk))