



Have your say

What's it like being a
Guide Dogs volunteer?





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We want everyone who gives their time to Guide Dogs to have a positive and rewarding experience. So that's why we're asking you to give us your honest opinion.

What are we doing well for you? What could we do better? By sharing your feedback, you can help us to create an even better environment.

How to have your say

There are lots of ways to give us feedback:

Make a suggestion

If you have any thoughts about how we can improve your volunteering experience, please email our team directly: volunteer@guidedogs.org.uk or speak to your Volunteer Manager or key contact.

Share a compliment

We always like to hear when we've done a good job. Whether you've been impressed with a new project, volunteering role or something a member of staff has done, please let us know by contacting your Volunteering Coordinator or Volunteer Manager. You can also nominate someone for one of our 'Pat on the Back' awards – find out more by searching 'awards and recognition' on our website.

Shape our work

Help influence the work we do today and tomorrow, locally and all around the UK. Please email your local Volunteer Voices representative: volunteervoices@guidedogs.org.uk

Make a complaint

If you're unhappy with anything at Guide Dogs, including how we're supporting you as a volunteer, we want to know. The first step is to contact your Volunteer Manager or key contact. Alternatively, you can contact your Community Team (see details overleaf). Either way, they will help you to make a complaint. You can also find out about our complaints procedure online: guidedogs.org.uk/volunteer-information-point

Report a safeguarding issue

If you're concerned about a safeguarding issue (the welfare, human rights or safety of an individual) – whether they're a volunteer or service user – please contact your Volunteer Manager or key contact. Alternatively you can call the safeguarding helpline on **0345 143 0199**.

Local community teams

Scotland, Northern Ireland and North of England (Cumbria, Tyneside and Teeside):

Belfast: 0345 1430193

belfast@guidedogs.org.uk

Edinburgh: 0345 1430203

edinburgh@guidedogs.org.uk

Glasgow: 0345 1430206

glasgow@guidedogs.org.uk

Newcastle: 0345 1430220

newcastle@guidedogs.org.uk

Midlands, Wales and West:

Birmingham: 0345 1430194

birmingham@guidedogs.org.uk

Cymru: 0345 1430195

cardiff@guidedogs.org.uk

Central Midlands: 0345 1430201

coventry@guidedogs.org.uk

Exeter: 0345 1430204

exeter@guidedogs.org.uk

Southampton: 0345 1430227

southampton@guidedogs.org.uk

North of England:

Hull: 0345 1430207

hull@guidedogs.org.uk

Leeds: 0345 1430210

leeds@guidedogs.org.uk

Liverpool: 0345 1430211

liverpool@guidedogs.org.uk

Manchester: 0345 1430215

manchester@guidedogs.org.uk

Nottingham: 0345 1430221

nottingham@guidedogs.org.uk

Shrewsbury: 0345 1430226

shrewsbury@guidedogs.org.uk

South and East:

London: 0345 1430213

london@guidedogs.org.uk

Maidstone: 0345 1430214

maidstone@guidedogs.org.uk

Peterborough: 0345 1430223

peterborough@guidedogs.org.uk

Reading: 0345 1430224

reading@guidedogs.org.uk

Welwyn Garden City: 0345 1430228

welwyn@guidedogs.org.uk

Let's stay in touch

Call our volunteering office on **0345 143 0191** to receive 'The Guide', our monthly volunteer e-newsletter.

This leaflet is also available in Welsh and braille, and as an audio file, PDF and large print Word document.

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