

Handling Unsuccessful Volunteer Applications

The **Volunteering Together 4 Health** service is delivered by a partnership team of volunteering experts across the 5 boroughs of North Central London. Whether looking for volunteering advice and guidance at a system wider or local level, you will find dedicated and expert support.

This guide is designed to ensure that every individual who applied for your organisation's roles feels valued and remains connected to our community.

Turning a 'No' into a 'Next Step'

Applying to volunteer is often a deeply personal and emotional decision, driven by a desire to support a community or cause. When an applicant isn't successful, how we communicate that decision is vital to maintaining their confidence. This is especially important for individuals from Core20PLUS5 populations, who may already face significant barriers to engagement. A positive rejection experience can prevent a 'no' from becoming a permanent exit from the volunteering pathway.

- Every person who applies deserves a response. Always let applicants know the outcome of their application and take a moment to sincerely thank them for the time they invested in reaching out to you.
- If a volunteer reached the interview stage, offer them constructive feedback. For those looking to use volunteering as a bridge to employment, this feedback is a powerful tool for their personal development and future success.
- Offer them alternative ways of getting involved and supporting the cause. Just because one role isn't a match doesn't mean there isn't a place for them. Suggest lower-barrier ways to stay involved, such as micro-volunteering or social action. This could include things like promoting health campaigns on social media or participating in local community events.
- If your organisation can't find a spot for them, refer them to local Volunteer Centre or partner organisations who might have the perfect opportunity.

Top Equality, Diversity and Inclusion TIPS

- Ensure feedback is provided in an accessible format that respects the applicant's needs, reducing the risk of discouraging those from underrepresented backgrounds.
- Focus on highlighting transferable skills to help the individual see volunteering as a viable pathway toward future employment or further community engagement.

For further support contact your local volunteering experts:

Bridge Renewal Trust (Haringey)

CBPlus (Barnet)

Enfield Voluntary Action

Haringey Community Collaborative (Public Voice)

London Plus (Lead Partner)

Voluntary Action Islington

Volunteer Centre Camden (Operational Lead)

Volunteering Barnet (Groundwork London)

