

Volunteer Exit Interview Form Template

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.

Exit interviews are a valuable opportunity to learn from volunteers' experiences and improve how we support people in the future. Taking an Equity, Diversity, and Inclusion (EDI) approach helps ensure that all volunteers—especially those whose voices may be less often heard—feel safe, respected, and able to share honest feedback.

Before the Exit Interview:

- Reinforce voluntary participation
Make it clear that taking part is optional and that choosing not to participate will not affect future opportunities.
- Communicate purpose clearly
Explain that the goal is to learn, improve, and create a more inclusive volunteer experience—not to evaluate or challenge the volunteer.
- Offer different ways to give feedback
 - Written form
 - Online survey
 - One-to-one conversation (in person, phone, or video) This allows volunteers to choose what feels most comfortable and accessible.
- Ensure confidentiality and transparency
Let volunteers know how their feedback will be used, stored, and shared (e.g. anonymised where appropriate).
- Check access and communication needs, ask if any adjustments are needed, such as:
 - Language support or translation
 - Accessible formats (large print, screen-reader friendly)
 - Flexible timing or pacing

Volunteer name: _____ Date of Exit Interview: _____ Interview facilitated by: _____
1. What has led you to leave your volunteering role at this time?
2. What did you enjoy most about your volunteering role? What aspects of the role did you find challenging or less positive?
3. Did you achieve what you hoped to achieve through volunteering? (If not, what would you have liked to achieve?)
4. What skills, knowledge, or experiences have you gained during your time with us?
5. Did you feel welcomed, included, and respected during your time as a volunteer? (If not, please tell us more.)
6. Did you feel adequately supported and supervised in your role? (If not, what could have been improved?)
7. Do you feel that there are any improvements we could make that would have enhanced your time as a volunteer?
8. Were there any barriers that made your volunteering experience more difficult? (e.g. accessibility, communication, scheduling, culture, confidence, etc.)
9. Did you receive the training and resources you needed to carry out your role effectively? (If not, please explain.)

10. What could we have done differently to improve your experience?

11. Would you consider volunteering with us again in the future? Why / why not?

12. Is there anything else you would like to share about your experience?

Top Equality, Diversity and Inclusion TIPS

- Volunteers from underrepresented groups may have different or more complex experiences—create space for these perspectives.
- Pay attention to recurring themes related to inclusion, access, or belonging.
- Use feedback to make meaningful improvements, particularly where inequities or barriers are identified.

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)

