

CROYDON VOLUNTARY ACTION COMPLAINTS PROCEDURE

Purpose of the Policy

Croydon Voluntary Action (CVA) aims to provide a range of support services to voluntary organisations in Croydon, including information, training, policy and development support.

This policy exists to ensure that CVA maintains a high and improving quality service. If you are not satisfied with the service that you have received and find that you wish to make a complaint then please refer to the following procedure. You will find that CVA staff are skilled in listening to your complaint and in discussing with you a way forward. If you are satisfied with the service then we would also welcome your comments.

COMPLAINTS PROCEDURE

VERBAL COMPLAINT

If you are unhappy with the service that you have received then speak to the individual member of staff (or volunteer) involved. You may be given a response straight away. If the matter is complicated it will be referred to the officer's line manager and you will receive a response outlining the action to be taken within 10 working days.

If you remain dissatisfied with the service provided by an individual member of staff or volunteer then please ask to speak to the relevant line-manager. Hopefully it will be possible to resolve the matter straight away. However, if the matter requires more investigation you will be given an initial response within 10 working days.

WRITTEN COMPLAINT

If you are not satisfied with the response or wish to raise the matter more formally, then write (*marking the correspondence private and confidential*) to CVA's Chief Executive (if your complaint is about the Chief Executive then write to CVA's Chair) at CVA, 82 London Road, Croydon, CR0 2TB.

- a) All written complaints will be logged. You will receive a written acknowledgement within 5 working days.
- b) The aim is to investigate your complaint properly and to give you a reply informing you of the action taken to date or being considered.

- c) If after you have received a written response you are still not satisfied, please write directly to the Chair, who will refer the matter to the next meeting of CVA's Board of Trustees. The Board will outline any further steps that are needed to resolve the complaint and their response will be final. You will receive a response following the Board meeting.

NOTES TO THIS POLICY AND PROCEDURE

Please note that complaints will only be accepted if they are submitted within three months of the incident from which the complaint has arisen.