

## Complaints Procedure

<b>Date this procedure is introduced</b>	<b>March 2019</b>
<b>Date for review</b>	<b>March 2022</b>

### POLICY STATEMENT

Volunteer Action aims to provide the best possible service. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with our staff and volunteers.

### PROCEDURE

If you are not happy with Volunteer Action please tell us.

If you are unhappy about the standard of service, the policies, the behaviour of staff or the behaviour of volunteers please speak to the manager or deputy manager in the first instance.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chair of Trustees.

All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Registered Charity No: 1161080

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