

VOLUNTEER CORNWALL

CLIENT CARE - COMPLAINTS PROCEDURE

INTRODUCTION

Volunteer Cornwall operating as an Agency, aims to give the highest possible standard of client satisfaction and service, but if, for whatever reason there is a complaint regarding the service, it is important that a formal system exists to investigate and deal with any complaint received.

As a rule, it is hoped that any problem or complaint will have been brought in the first instance by the complainant to the attention of the member of staff or volunteer directly concerned or affected. Where however, the person raising the complaint does not wish to raise it initially directly with a member of staff or volunteer, or is not satisfied with the initial response, then the reasons for this should be encouraged to be included in the formal procedures that follow.

The complaints procedure for the Transport Department is included in their Volunteer Driver Starter Pack

In certain circumstances Volunteer Cornwall will be contractually obliged to comply with the Complaints Policy of a Project's lead organisation. When this is the case the senior manager responsible for the project is to advise the HR Manager accordingly.

OBJECTIVES

The objective of this procedure is to give guidance:

- To a client as to how a complaint should be made known to the organisation and,
- To the organisation's staff as to how a complaint must be dealt with

PROCEDURE - STAGE 1

All complaints should be made initially to the staff member concerned, who should advise their senior manager in writing of the nature of the complaint at the earliest possible opportunity.

The Chief Executive should be made aware of all complaints made against the organisation's staff and/or volunteers, again at the earliest possible opportunity by the senior manager.

Where the complainant does not wish to raise the matter directly with the member of staff or volunteer concerned, or is not satisfied with the internal response, a written complaint should be submitted to the Chief Executive, or in the case of the Chief Executive, the Chair, and sent under "Private and Confidential" cover.

The complaint should be as factual as possible and should give specific information as to date, time, place etc. The complaint should be in writing and should be signed by the complainant.

The Chief Executive, or a delegated staff member, will acknowledge the complaint in writing within five working days of receipt, and at this stage, may request any further details/information if thought necessary. This acknowledgement will indicate that an answer will be given within fifteen working days of date of the letter.

The Chief Executive, or a delegated staff member, or a director as appropriate, will investigate the complaint and discuss the outcome and suggested answer with the volunteer/staff member concerned.

The response will be sent to the complainant within fifteen working days of receipt.

PROCEDURE - STAGE 2

Having received the response to the complaint, the complainant must inform the Chief Executive in writing of any non-acceptance of the outcome within fourteen days. The non-acceptance of the outcome will be acknowledged by the Chief Executive within five days of receipt. This acknowledgement will indicate that the matter is being referred to the Board.

The non-acceptance of the outcome will be referred to the Chair by the Chief Executive, or in the absence of the Chief Executive, the senior manager.

The full facts of the complaint will be made known to the Board as soon as practicable. (The Chair, in discussion with the Vice-Chairs, will decide whether the complaint can be raised at the next scheduled meeting or whether a special meeting/discussion should be called).

If it is thought that an answer cannot be given within fifteen working days the complainant should be advised, giving reasons. This advice should be signed by the Chair.

Legal opinion will be sought if the Chair and Members of the Board feel that the nature of the complaint warrants such action. Where this is considered necessary, an amount of money to cover the initial discussion with a solicitor (say one hours worth) should be authorised by the Board.

The Board will, if considered achievable, agree an answer for the Chair to send - within fifteen working days if possible. If the Board considers it cannot give a satisfactory answer to the complainant, the case will be referred to an approved solicitor. The Chair will advise the complainant of this action.

Signed:



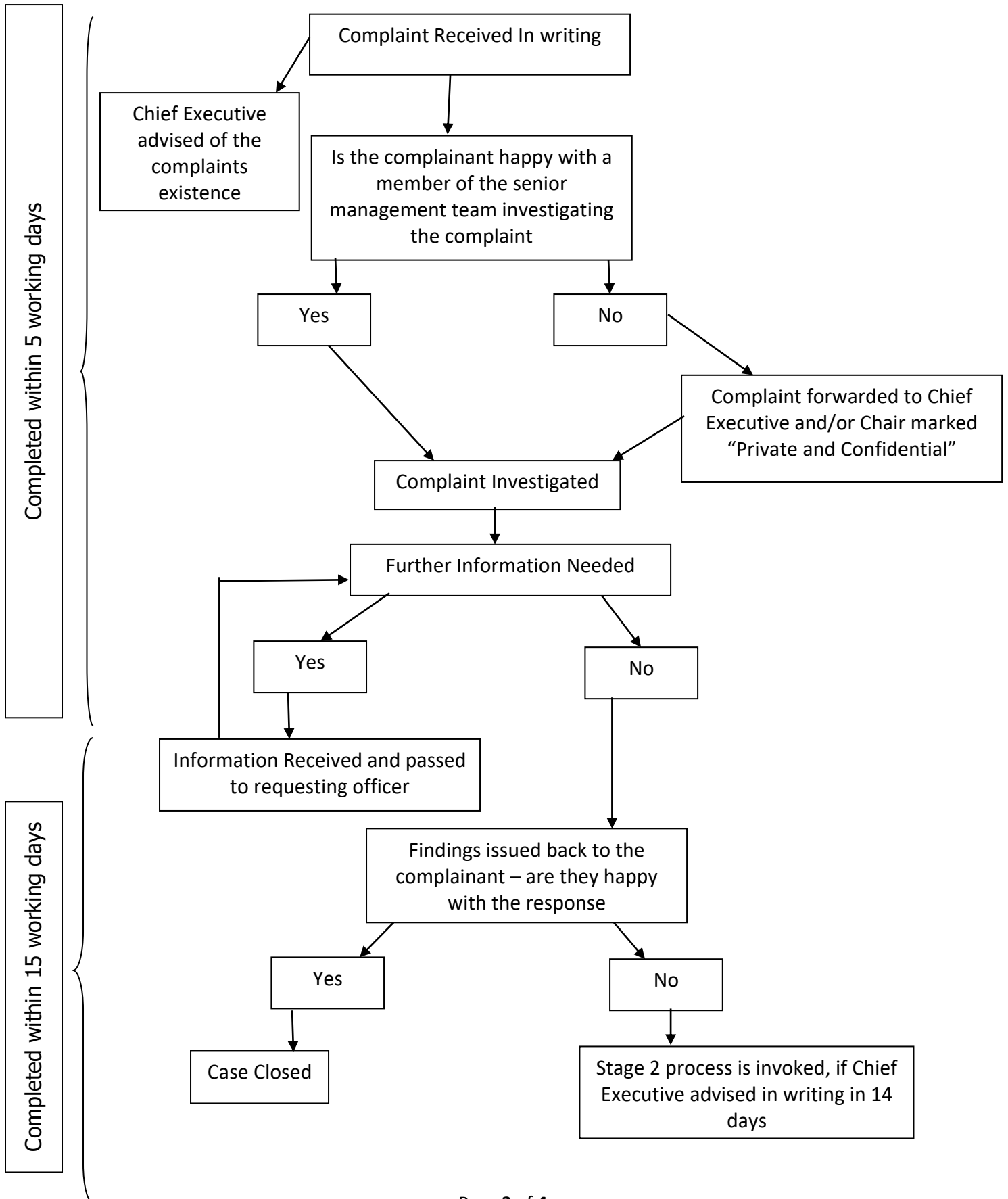
Date: 2nd February 2023

Ian Jones
Chief Executive
On behalf of Volunteer Cornwall

Review Date: 4/26

Appendix A – Flow Chart of actions

Stage 1



Stage 2

