

BARNET VOLUNTARY SERVICE COUNCIL

COMMENTS AND COMPLAINTS PROCEDURE

Barnet Voluntary Service Council aims to provide members, individuals and organisations with the best possible service within the limits of our resources. In doing so we do our best to take into account the views of everyone that we work with.

However, from time to time there are occasions when users of our services may feel that the quality or level of service provided falls short of what can reasonably be expected.

We welcome every opportunity to monitor and improve our service and believe that having a Comments and Complaints Procedure is one way of doing this. Your continued involvement and goodwill is of great value to us. If you have a comment about our service, whether it's good or not so good, we would like to hear about it.

1. If you have general comments/feedback

We hope that the vast majority of queries or concerns or comments can be sorted out informally and straight away by any member of BVSC staff who will listen carefully to what you have to say. The member of staff concerned will undertake to report the issue to the Chief Executive so that changes can be considered and the issue responded to.

2. If you would like to make a formal complaint

If you feel that the matter is more serious, this is the procedure that we have adopted should you wish to make a formal complaint. All complaints will be dealt with in the strictest confidence.

Step 1: Your complaint should be made in person, by telephone or in writing (by fax, email, or letter) to the Chief Executive, who will acknowledge receipt of your comments/complaint within 7 days of receiving it. If you need an interpreter or advocate to help make your comment/complaint, BVSC can arrange this for you.

Step 2: The Chief Executive in consultation with the Chair of the Executive Committee will investigate the circumstances leading to the complaint.

Step 3: The Chief Executive will communicate the outcomes of the investigation to you within a reasonable time normally 21 days.

Step 4: If you are dissatisfied with the outcome of the investigation, within 21 days you have the right to put your case in person to a specially appointed panel comprised of three members of the Executive Committee. This panel will not include anyone involved at the earlier stage of the complaint. The decision of the panel will be final.

Step 5: Where the complaint is upheld, BVSC will give you a written apology signed by the Chair of the Committee and state what action will be taken.

Step 6: The BVSC Executive Committee will be regularly informed (at least annually) by the Chief Executive of the number, nature and outcome of any complaints.

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