

## **Voluntary Action East Lindsey Complaints Procedure**

### **1. What is a complaint ?**

We define a complaint here at VAEL as “an expression of dissatisfaction by either a member of the public, a public/ statutory body, another voluntary sector organisation or a private enterprise”.

### **2. Our complaints procedure will be followed when:**

Any member of the public or other organisation is dissatisfied with

- Employees’ attitude or behaviour
- Failure to give good/excellent standards of service
- Delays in responding to service requests n.b reasonable allowances made
- Any other complaint deemed reasonable to the Chief Officer

### **3. How will the complaints be handled ?**

- Every effort will be made to resolve the complaint without delay, and taking no more than 10 days.
- Complaints will be dealt with fairly, courteously and in line with our “customer care charter”
- A complaint may be made by telephone, letter, fax, e-mail or in person, but any complaint will be encouraged to complete a complaints questionnaire or put in writing, to the Chief Executive (if the complaint is regarding the Chief Executive, a letter will be requested, forwarded to the Chair Person)
- All outcomes of any complaint will be explained in writing.
- Complaints will be dealt with in the strictest of confidence
- Where a complaint is deemed justified, an appropriate remedy will be offered that is suitable to all parties.

### **4. The stages of the complaints procedure**

- **Stage One** – any complaints received will be dealt with by the Chief Executive (unless the complaint involves the Chief Executive) We will aim to resolve any complaint within 10 working days.
- **Stage Two** – If the complainant is dissatisfied with the outcome of stage one, then the complaint will be referred to the Board of Trustees’

## Complaints procedure

Receipt of this complaint will be actioned within five working days. A meeting of the Board of Trustees will be called within Ten working days; at this stage the Board of Trustees may require further additional information with regards to the complaint. The complaint will be responded to within twenty working days. An explanation will be given in writing with a proposed resolution.