



## **Compliments, Comments and Complaints**

### **Policy and Procedure**

**Version 3**

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Salford CVS and Volunteer Centre Salford aims to provide high quality services that meet the needs of our members, service users and partners'. We believe that we achieve this most of the time: if we are getting it right, we would be delighted if you would let us know.

In order to ensure our services remain at a high standard, we have a procedure which will allow you to let us know if for any reason you are not satisfied with the manner in which we have dealt with any matter relating to the services we provide.

The process for providing Salford CVS and Volunteer Centre Salford with compliments, comments and complaints is as follows:

#### Compliments and Comments Procedure

If you would like to make a written compliment please address it to Compliments, and Comments, Salford CVS and Volunteer Centre Salford, The Old Town Hall, 5 Irwell Place, Eccles M30 0FN or email [office@salfordcvs.co.uk](mailto:office@salfordcvs.co.uk)

An email/letter or telephone call will be made in response to the compliment to acknowledge receipt.

If you would like to make a suggestion please address it to the relevant employee or the Chief Executive to the same contact details above. Or place your written suggestion in the suggestion box provided in the main office.

If you prefer to speak to someone about giving a compliment or making a comment, please speak to the staff member responsible for the area of work or the Chief Executive.

#### Complaints Procedure

All complaints will be treated confidentially.

**Making a Verbal Complaint** – you must make your complaint within 28 days of the matter arising that causes your complaint.

- If you are unhappy with an individual member of staff, it is usually resolved more quickly if you speak with him or her directly about your concerns. If you

- feel this is difficult or inappropriate, please speak to the staff member's manager or the Deputy Chief Executive.
- If you are unhappy about a service provided by us, please speak to the relevant staff member, manager or Deputy Chief Executive.
  - We will aim to give you a response straight away, where possible.
  - When the matter is more complicated we will give you an initial response within 5 working days.
  - In the event of our needing to undertake further enquiries into the matter, we will give you a response within 15 working days.

**Making a Written Complaint** - you must make your complaint within 28 days of the matter arising that causes your complaint to the Deputy Chief Executive. (If your complaint is about the Deputy Chief Executive, please write to the Chief Executive.)

- All written complaints will be logged, and you will receive a written acknowledgement within 5 working days.
- Your complaint will be investigated and you will receive a reply within 15 working days, and, where appropriate, you will be informed about how the problem will be addressed. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.
- We will then keep you informed about progress every 15 working days.
- If you are not satisfied with our response, please write to the Chair of the Board of Trustees explaining your outstanding concerns. The timetable, as set out above, will continue to apply.
- If the complaint cannot be resolved, the Chair will report the matter at the next Board of Trustees which will decide on any further steps, as necessary.
- You will receive a response, in writing, from the Board of Trustees within 15 working days of its meeting. This response will be final.

We will always respect your privacy and any comments you make about our services will be dealt with in confidence and in accordance with the Data Protection Act of **2018** and **General Data Protection Regulation**.