

## **Complaints Procedure**

### **1. Statement of Intent**

Slough Council for Voluntary Service (SCVS) is committed to providing its members, organisations, agencies and individuals with the best possible service.

SCVS aims to provide a quality service and looks to continuously improve service provision. However, we recognise that from time to time there may be occasions when the quality or level of service provided falls short of what users could reasonably expect.

If any service user is unhappy about the service received SCVS want to hear about it. Without service user feedback we cannot improve.

SCVS will maintain a complaints log and all serious complaints will be entered into the log. Employees will make clients aware of the opportunity to raise a formal complaint if it seems appropriate.

This enables SCVS to demonstrate internally and externally that complaints are acknowledged; are dealt with effectively and issues are understood and resolved.

If there is a complaint:

The complaint can be made in person, by telephone or in writing to the Chief Executive Officer at:

Chief Executive Officer  
27 Church Street  
Slough Council Voluntary Service  
Slough  
SL1 1PL

01753 524176

The Chief Executive Officer will log the complaint and acknowledge the complaint in writing within 7 days of receipt. A copy of the letter of acknowledgement will be sent to the Chair of the Council of Management of SCVS.

- The Chief Executive Officer will undertake to investigate all complaints. Should a complaint be made about the Chief Executive Officer, the Chair of SCVS Council of Management will be asked to investigate the complaint.
- The Chief Executive Officer will communicate the results of the investigation to the complainant within 21 days. A copy will be sent to the Chair of SCVS Council of Management. If the results are delayed after 21 days, notification will be given as to the cause of the delay and the estimated time needed to complete the investigation. In the event that the complaint is made about the CEO, the response will be communicated from the Chair of the Council of Management.
- Where appropriate, SCVS will make a written apology to the complainant, as well as taking whatever other action the case reasonably requires. SCVS will do everything possible to put things right and will review procedures where necessary to stop problems happening again.
- If the complainant is not satisfied with the outcome they will have the right to put the complaint personally to the Council of Management.
- The Council of Management will be regularly informed by the Chief Executive Officer of the numbers and nature of complaints and the outcomes.

SCVS hope service users agree that most of the time a good quality service is provided.

SCVS value all feedback and would also like to hear about what service users think SCVS do well.

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