



Complaints Policy & Procedure

How to Make a Complaint

Teignbridge CVS provides advice, support, information and representation to a wide range of voluntary and community organisations in Teignbridge.

At Teignbridge CVS we aim to provide a quality service to any community and voluntary sector organisation who needs our help. We try to be as efficient as possible, and are keen to make improvements to make our services more effective and accessible to all sections of the community.

We would like to hear from you if you have not been happy with any aspect of our organisation, and want to make a complaint. The following procedure has been set up to ensure that your complaint is properly heard.

You have a right to support from an independent advocate or friend at any point during this process.

Teignbridge CVS will take your complaint seriously and do all it can to ensure that the situation is resolved to your satisfaction.

Teignbridge CVS
Forde House
Brunel Road
Newton Abbot
TQ12 4AA

Tel: 01626 203050
email: office@teigncv.org.uk

CHIEF OFFICER:	Susan Wroe
CHAIR	Wendy Strutt
OFFICER MANAGER	Carole Chesterton

Step One

If you are unhappy with the service you have received (with an individual in our organisation, or with the organisation as a whole) the first stage will be for you to try to resolve the problem informally with a member of staff or members of The Executive Committee of Teignbridge CVS.

If you would prefer not to speak to someone who was involved in the situation, then go straight to step two.

Step Two

If your complaint is not resolved through the above actions, the next step is to contact the Chief Officer at the above address, detailing your complaint by letter marked private and confidential.



If you have a complaint involving the Chief Officer you can contact our Office Manager who will then inform Teignbridge CVS Chairperson. Any written communication should be marked "Private and Confidential".

You will receive a response to your complaint within 10 working days.

If you are not satisfied with our response, go to step three.

Step Three

The Chief Officer (or Chairperson, if your complaint relates to the Chief Officer) will investigate your complaint by talking to you and other people involved in the situation and will follow this up with a full written report, sending copies to you and the Chair of Teignbridge CVS. The report will include any necessary explanations or steps that will be taken to ensure the problem does not recur.

We will aim to send a report to you within a further 10 working days, and will keep you informed of progress.

If you are not satisfied with our response, go to step four.

Step Four

If you are not satisfied that your complaint has been dealt with properly, you may request a full meeting of Teignbridge CVS Executive Committee to be convened, to which you will be invited. You may bring a friend or other representative to support or represent you. The meeting will hear your complaint again, and of the internal investigation. It will make a decision regarding appropriate action that may be required to resolve the situation. You will be contacted in writing with their decision. The decision of the Executive Committee is final.

We aim to convene the Executive Committee within 15 working days of your request, and write to you within 10 working days of the meeting.