

Voscur's Complaints Procedure

How to Make a Complaint

Voscur provides a range of services to inform, develop and represent the Voluntary and Community Sector in Bristol. Voscur aims to provide a high quality service at all times. Voscur wants its services to be efficient and effective, to ensure that services are accessible to all sections of the community, and that we work towards continuous improvement.

Voscur would like to hear from you if you have not been happy with any aspect of the organisation, and want to give feedback, make suggestions or to make a complaint. If you have not been happy with the service you have received, Voscur would encourage you to resolve the problem informally either with the individual concerned or another member of staff within the organisation <http://www.voscur.org/staff> Should this not result in satisfaction then please follow our complaints procedure.

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

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Step One

If your complaint is not resolved informally, you can complete a web form at www.voscur.org/customer-charter selecting 'complaint procedure'. A list of managers is available on this webpage. Alternatively, you can contact a manager by telephone, email or letter using the above contact details, to lodge your complaint at the Voscur office.

Your complaint will be assessed by a manager and a response to the

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

You should receive confirmation of receipt of your complaint within five working days and a response within 10 working days.

Step Two

If your complaint has not been resolved informally or in step one, the next step is to contact the chief executive or resources manager, by letter, telephone, email, or via the website.

Voscur will investigate your complaint by talking to you and other people involved in the situation, reviewing systems and any documentation where appropriate. Voscur will give you a written response to the complaint and/or explain steps and measures that will be taken in future to ensure the problem does not recur.

You should receive confirmation of receipt of your complaint within five working days and a formal response within 15 working days.

Step Three

You may wish your complaint to be heard at a more senior level. A list giving contact details of the Board of Trustees is available at <http://www.voscur.org/about/who> or you may contact the Voscur office by letter, telephone or email asking for Board of Trustee contact details or for your complaint to be taken to step three.

Members of the Board of Trustees will review the situation surrounding the complaint. You may be invited to meet with a board member to discuss the matter. Members of the Board of Trustees will produce a full written report giving a response to the complaint and/or explain steps and measure that will be taken in future to ensure the problem does not recur.

You should receive confirmation of receipt of your complaint within five working days and from then on will be kept informed of progress, procedures and timescales at all times.

Summaries of formal complaints and their resolutions will be reviewed by the members of the board of trustees.