

Complaints Procedure

There is a concern about Voscur's service, work, or operations.

Yes

appropriate for informal discussion?

No

(Formal complaint is required)

Informal discussion with the member of staff involved.

Can the issue be resolved by a manager / the CEO?

Yes

No

(Board-level response is required)

Has the issue been resolved?

No

(Proceed to formal complaint)

Formal complaint to the CEO or management team, who will investigate & respond.

Has the issue been resolved?

No

(appeal within 10 working days of response)

Formal complaint to the Chair, who will investigate & respond. The Chair's response is final.

Yes

Yes

The issue is closed.