

# get it right on...A model Complaints Procedure

## Complaints Procedure: Organisation Name

We aim to provide a quality service which meet your needs. While we hope we will always achieve this, if we not getting it right we need you to let us know. To ensure our services are always been improved, this procedure allows you to let us know if for any reason, you are not satisfied.

### If you are not happy please tell us

- \* if you are unhappy about any aspect of the service, please speak to the relevant staff member, or the Manager
- \* if you are unhappy with an individual sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's Manager.

In many cases, we will be able to give you a response straight away. However, where the issue is more complicated we will give you at least an initial response within five working days.

### Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Manager. If your complaint is about the Manager, please write to the Chair. All written complaints will be logged. You will receive a written acknowledgement within five working days.

We aim to investigate your complaint properly and give you a reply within ten working days, telling you how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next Committee/Board meeting, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with our services. We are grateful for your feedback.

West Dunbartonshire CVS produces a range of resources covering different issues of interest to community and voluntary organisations.  
Please contact us directly if you would like one-to-one support or advice on any issue.