

WOODCOTE VOLUNTEERS

COMPLAINTS POLICY AND PROCEDURE



Our Policy

Woodcote Volunteers is a small organisation run entirely by volunteers. That said, we are committed to providing a good standard of quality services to our clients. We believe we achieve this most of the time: if we are not getting it right, please let us know.

We will take seriously any concern or complaint and will look into it promptly, for resolution as quickly as possible. We welcome feedback as it helps us to improve our service.

In order to ensure our service remains at a high and improving standard, we have a procedure through which you can let us know if, for any reason, you are unhappy with your dealings with the organisation.

1. Concern or Complaint

It is important to establish the difference between a concern and a complaint. We hope that taking informal concerns seriously at the earliest stage will reduce the likelihood of their developing into formal complaints. If you have any concerns about our work, please tell a volunteer driver or office helper as soon as possible, so they can quickly understand your concerns and try to put things right. If you are not happy with the response to your concern and/or you want to make a formal complaint please follow the procedure below.

2. Complaints procedure

Woodcote Volunteers aim to settle the majority of complaints quickly and satisfactorily by the person who provides the service, for example, the driver or office helper. You may phone the office on 01491 681171 between 9.30am and 11am Monday to Friday to speak to one of our office helpers. The complaint may be resolved quickly by way of an apology or by an acceptable explanation to you. If that is not possible, then a formal complaint can be made using the following procedure:

- A) Provide a written complaint to The Secretary, Woodcote Volunteers, The Old School House, Reading Road, Woodcote RG8 0QY or email info@woodcotevolunteers.org.uk
- B) The complaint should include the complainants name and address, the nature and date of the complaint and how they want to see it resolved.
- C) Woodcote Volunteers will acknowledge the complaint within 5 working days.
- D) The Secretary will, with another committee member, fully investigate the complaint and will provide a written response to the complainant within ten working days. Occasionally investigations may take longer, particularly if the complaint is complex. We will let you know if this is the case.
- E) If after we have responded you are not satisfied, please write to the Chair at our office address, who will report the matter to the next meeting of the Trustees. They will decide on any further steps to resolve the situation. A written response will be provided and the decision of the Trustees will be final.
- F) To process a complaint, Woodcote Volunteers will hold personal data about the complainant, which the individual provides, and which other people give in response to the complaint. We will hold this data securely and only use it to address the complaint. The identity of the person making the complaint will only be known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applied or allegations are made which involve the conduct of third parties.

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