

Want to appeal?

If you're not happy with how we've dealt with your complaint you can appeal. There are two stages:

Stage 1

- Write to our Chief Executive within ten working days and explain the reasons why you're not happy.
- The Chief Executive will investigate and produce a report within ten working days of receiving your appeal. If there are any delays we'll tell you.
- Hopefully the problem will have been solved and your complaint can be closed.

Stage 2

- If you're not happy with how we've dealt with your first appeal you can write to the Chair of our Management Board. You need to do this within ten working days.
- The Chair will investigate and produce a report within 15 working days. If there are likely to be any delays we'll tell you.



What next?

Hopefully the problem will have been solved and your complaint will be closed. There are no further rights of appeal.

If you need a helper or a translator we can help you find one. We're happy to work with you and your translator or helper through the whole process. If they think we can make the process better we'd like to hear from them too.

We promise to keep your details safe under the Data Protection Act and only staff members who need to use them will have them. If you want to know more about the Data Protection Act please ask for our leaflet, *The Data Protection Act*.

This leaflet is a summary of our Complaints Policy. If you would like to see the full version please ask a member of staff.



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Birmingham Voluntary Service Council Ltd (BVSC) is a registered charity (no. 218795) and a company limited by guarantee (no. 421688).



Although we think we're pretty good at what we do, sometimes things go wrong and we'd like to hear about it. If you tell us what happened we promise to do our best to solve the problem and make sure it doesn't happen again. This leaflet tells you...

How to complain

When things go wrong...

You can complain if...

- We treated you unfairly
- We were not polite to you
- We kept you waiting for too long
- We did not turn up for a meeting
- We gave you the wrong information.

If you're not happy about the service you received it may be easier to speak to the person you dealt with. They will be more than happy to put things right, but if you'd rather speak to someone else we can arrange that for you.

If you want your complaint recorded there are two ways you can do this:

- Complain informally
- Complain formally.



Complain informally...

If you'd like your complaint logged but don't want a full investigation you can make an *informal complaint*. We will use your comments to improve our services and train staff where we think it's needed.

To make an informal complaint:

- Ask for our leaflet, *How did we do?* Write to us or email us. You don't have to give us your name if you don't want to, but it may help us if we can speak to you to find out more.
- We'll log your complaint in our complaints log book and give you a reference number.
- Our Quality Team will review the Log Book every week and report to our Senior Management Team when we think it's necessary.

Complain formally...

If you want someone to investigate your complaint and provide a report into what went wrong then you will need to make a Formal Complaint. To do this please complete the accompanying *Complaints Form* and send it to:

Complaints Co-ordinator
BVSC, The Centre for Voluntary Action
138 Digbeth
Birmingham
B5 6DR

- We'll contact you within three working days of receiving your complaint and tell you what will happen next.
- We'll investigate your complaint within ten working days and if there's likely to be a delay, we'll tell you.
- We'll then contact you and tell you what we found.
- If you're happy with what we told you the complaint will be closed.

