

Working for the community

Voluntary Action Arun & Chichester strives to pursue equality of opportunity for all, and be accessible to the community it serves.

Membership of VAAC is open to all Community and Voluntary Groups working in Arun & Chichester.

Cause for Complaint

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by VAAC or its staff, affecting an individual or a group of people

Complaints



**Voluntary Action
Arun & Chichester**
The Town hall,
Clarence Road,
Bognor Regis
West Sussex

**Registered Charity No.
1113641**
Company No. 566798
**Registered in England &
Wales**



Voluntary Action
Arun & Chichester

**Services and support for
local voluntary and
community organisations**

Liaison

Representation

Development Work

Strategic Partnership

How to make a complaint

VAAC—Listening to you



Complaints Procedure

The steps to follow

These are the steps to follow in making a complaint

STEP ONE: We would always prefer to put things right straight away if possible, rather than involve you in filling out forms and waiting for a response

STEP TWO: For our part we will always give the staff concerned a chance to put things right before starting on a formal complaint investigation.

If you are not satisfied with the way your complaint has been dealt with however, we will adopt a formal procedure to investigate it further. If we do not already have a written record of your complaint we will ask you to send us a letter or email setting out the problem or fill in the form included in this leaflet.

The form is a simple one asking what went wrong and what you think we should do to put things right. It is helpful if you provide as much information as possible—for example, reference numbers

and dates and correspondence

If you need assistance, a member of staff will help you fill in the form. We expect all staff to treat complaints positively and to give you the help you need in explaining the problem. These leaflets, including complaint forms, are available at VAAC offices. You can also obtain a form and a reply paid envelope, for its return, by telephoning us on 01243 840305.

If you would prefer to record your complaint over the telephone, any member of staff can take down the details on the official form and send you a copy of what has been written down.

STEP THREE: Your complaint will be investigated by a manager. A written acknowledgement will be sent to you, within two working days who will be dealing with your complaint.

The manager will carry out a full investigation and will contact you in writing within 28 days of receipt of the complaint to let you know the outcome of the investigation. If further time is needed to resolve your complaint the manager will give you an estimate of the timescale

involved

STEP FOUR: If you are not satisfied with the reply you receive, then you should write to Hilary Spencer, VAAC Chief Executive. She will carry out a further review and reply to you in writing within 14 days of receiving your letter.

STEP FIVE: If you are not satisfied with the reply you receive from the Chief Executive, you may write to our Chairman, who will carry out a further review and if necessary present the complaint at the next Board Meeting. You will receive a progress report within 14 days of the Chairman's receipt of your complaint.

