

Comments and complaints

Guidelines for users



Why do we need a comments and complaints procedure?

SNVB believes that its volunteers and users of its services have every right to make criticisms or complaints on any matter which causes them concern. All such criticisms and complaints will be considered carefully and investigated fully.

SNVB is keen to provide a high quality service which responds to needs within the limitation of our resources. We welcome every opportunity to monitor and improve our service.

If you would like to comment about our service, whether it is good or not so good, we will be pleased to hear from you.

How can YOU make a comment/complaint?

You can make a comment or complaint in person to any member of staff at either Volunteer Centre. Alternatively contact the Manager by telephone or in writing.

We will listen carefully to what you have to say and hope that the vast majority of queries, concerns or complaints can be sorted out informally, straight away. If we can't resolve the matter immediately it will be passed to the Manager for further consideration.



What else can you do?

If you feel that the matter has not been satisfactorily resolved by the Manager, or your complaint involves the Manager and you feel unable to discuss it with him/her, you may write, within 28 days, to the Chair of the Management Committee at the Volunteer Centre, Moat Lane, Towcester NN12 6AD.

The letter and envelope should be marked “Personal and Confidential” and will be forwarded to the Chair, or in their absence their nominated representative, unopened.

What happens next?

Your letter will be acknowledged as soon as possible and a response sent, with a decision, within 28 days. If you are dissatisfied with the decision you have 28 days to inform the Chair / nominated member that you would like the decision reviewed.

A review panel will be set up within 28 days of receipt of your complaint. You will be notified in writing at least 10 days before the review panel’s meeting.

The decision of the panel will be final.

During the investigation of a complaint, the matter will be treated confidentially and discussed only with those directly concerned.

A full copy of the SNVB Policy Statement—Comments and Complaints is available on request.

Moat Lane
Towcester
NN12 6AD

Tel: 01327 358264



Market House Courtyard
Brackley
NN13 7AB

Tel: 01280 841250

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