

## **Complaints and comments procedure**

The Forum is committed to providing a quality service and achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers. Therefore we aim to ensure that:

1. making a complaint is as easy as possible;
2. we treat as a complaint any clear expression of dissatisfaction with our service which calls for a response;
3. we treat it seriously whether it is made in person, by telephone, by letter, by fax, or by email;
4. we deal with it promptly, politely and, where appropriate, informally (for example, by telephone);
5. we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
6. we learn from complaints, use them to improve our service.

### **How do you make a complaint?**

1. You can make a complaint in writing, by fax, by email, by telephone or in person (by appointment please). If you are writing, faxing or emailing your complaint, please provide your telephone number if a response by telephone would be convenient. If you are emailing, please state if a reply by email is required and, if not, please provide a full postal address.
2. If you know the service which is relevant to your complaint, or the name or title of an appropriate member of staff, please make your complaint direct to them. Referring to this complaints procedure would be helpful.
3. If you do not have this information, please get in touch with the Forum's Administration Department which will give you the contact details for the most appropriate person. The Department can be reached at: The North Yorkshire Forum for Voluntary Organisations, Crayke House, Birch Way, Easingwold Business Park, Stillington Road, Easingwold, York YO61 3FB; telephone 01347 825710; fax 01347 824246; email [nyfvo@nyfvo.org.uk](mailto:nyfvo@nyfvo.org.uk)

### **What happens next?**

1. We will reply within 15 working days from when we receive your complaint. If it is not possible to give you a full reply within this time - for instance, because a detailed investigation is required - we will give you an interim response, telling you what is

being done to deal with your complaint, when you can expect the full reply and from whom.

2. If you are still unhappy, the next step is to put your complaint in writing to the Chief Executive of the Forum, setting out the details, explaining what you think went wrong and what you feel would put things right. If you are not happy about writing a letter, you can always ask a member of staff to take notes of your complaint. You should make sure you agree with what they have recorded and that they provide you with your own copy for reference. This record will be passed promptly to the Chief Officer to deal with.
3. Once the Chief Executive receives a written complaint, s/he will arrange for it to be fully investigated. Your complaint will be acknowledged in writing within five working days of receiving it and the letter will say when you can expect a full response. This should normally be within 15 working days unless the matter is very complicated, such as where other organisations need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.
4. If you are not satisfied with the Chief Executive's investigation you can take your complaint to the Chair of the Forums Board of Trustees. All materials relating to your complaint and to the Chief Executive's investigation will be sent to the Chair of the Board (contact details will be provided for you). S/he will let you know within seven working days that he has received your complaint and tell you when to expect a full response from him.

Adopted by the Board December 1997, last amended December 2004, minor updates December 2006.