



**BOLTON COMMUNITY AND VOLUNTARY SERVICES
(Bolton CVS)**

COMMENTS, COMPLIMENTS AND COMPLAINTS PROCEDURE

Bolton CVS always aims to provide the highest standards of service to organisations in the area. Bolton CVS is also committed to continuous improvement of its services and welcomes feedback, good or bad, to help us in this process.

How we handle your comments and suggestions

1. You may write, call or telephone the CVS to discuss your comments with the Chief Executive or the appropriate Project Co-ordinator.
2. If you write we may wish to talk to you about your comments and clarify some details.
3. Your comments will be recorded and will be discussed and appropriate changes may be made.

How we handle your compliments

1. Your compliments should be addressed to the Chief Executive or the appropriate Project Co-ordinator and will be passed on to the person or persons concerned.
2. All compliments are welcome and may be used in our Annual Review, publicity and other material (unless you specifically ask us not to).

How we handle your complaints

1. Your first step should be to try to resolve the issue informally with the person concerned as soon as possible. It is hoped that most problems can be resolved this way.
2. If you are still unsatisfied after following step 1, then you should contact the Chief Executive of Bolton CVS, Karen Minnitt, providing the details of your complaint. Receipt of the complaint will be acknowledged in writing. The Chief Executive will investigate your complaint and respond to you in

writing as soon as reasonably possible. This should normally be within 28 days from the receipt of your complaint. All complaints at step 2 will be recorded by Bolton CVS, detailing the nature of the complaint and action taken, if any.

3. If you are still unhappy with the result following step 2, you may appeal in writing (within 28 days) to the Chair of Bolton CVS. The Chair (or Vice Chair in the absence of the Chair) will respond as soon as reasonably possible. This should normally be within 28 days from the receipt of your appeal. The decision of the Chair is final. If your complaint at step 3 relates to a service (e.g. Community Engagement Team, the Volunteer Centre Bolton, Health & Care Together, Funding and Development Team), the relevant funding organisation will be informed of the complaint at this stage.

Written comments, compliments or complaints should be addressed to the relevant person (Chief Executive, Project Co-ordinator or Chair as detailed above) at:

Bolton CVS
The Bolton Hub
Bold Street
Bolton BL1 1LS
Tel. 01204 546010

Please mark your envelope '**Private and Confidential**'.

Last amended July 2013