How we handle your compliments, comments, suggestions and complaints.

Process guide for staff, volunteers and those using and accessing our services.

January 2017
Introduction

Bolton Community and Voluntary Services (CVS) is a membership organisation that was established in 1990 and provides high quality and effective capacity building support and champions the contribution of the 1000+ voluntary and community sector groups and organisations across the borough of Bolton.

Bolton CVS always aims to provide the highest standards of service and values the importance of feedback and uses it to ensure continuous improvement in our service delivery and development.

The process for providing Bolton CVS and Volunteer Centre Bolton with compliments, comments and suggestions and complaints is as follows:

1. Sharing your compliments

If you would like to tell us about how you were impressed by the services and support that Bolton CVS provides, please let us know by either emailing the person responsible directly, getting in touch through our organisation email ‘info@boltoncvs.org.uk’ or by letter to; Compliments, Bolton CVS, The Bolton Hub, Bold Street, Bolton, BL1 1LS.

We welcome all compliments and we may use them in our communications, through our events and within our Annual Review.

We also welcome compliments across our social media channels, so please don’t hesitate to share on Twitter or Facebook or other platform, and don’t forget to link or include us.

2. Sharing your comments and suggestions

If you have a comment or suggestion on how we can develop and improve the services and support that we offer or how we go about our delivery, you can share your thoughts and ideas by either completing one of our service and support monitoring forms, telephoning the team, emailing the person responsible directly, getting in touch through our organisation email ‘info@boltoncvs.org.uk’ or writing to us at; Comments and Suggestions, Bolton CVS, The Bolton Hub, Bold Street, Bolton, BL1 1LS.

We may come back to you and ask you questions in order to address your comments or suggestion effectively and it is more than likely that we’ll do that either by phone or email, so please share your preferred method of communication when getting in touch with us.

Whether or not we make changes following your comment or suggestion, we’ll keep you informed about what happens. Bolton CVS will keep a record of your comment or suggestion and any associated communications.

If you are not satisfied with an outcome following making a comment or suggestion, you should follow our complaints process.
3. How we handle your complaints

Bolton CVS will always aim to address any issue informally as soon as possible and we aim to ensure that wherever possible, issues will be resolved this way.

We understand that from time to time, people may be dissatisfied with the outcome of the initial conversation or wish to escalate an issue as a formal complaint.

In this instance, we will always ask that our formal complaints process is followed.

4. Formal complaints process

All complaints will be addressed as formal and be made within 28 days of the reason for the complaint occurring either via email to ‘info@boltoncvs.org.uk’ or by letter to; Complaints, Bolton CVS, The Bolton Hub, Bold Street, Bolton, BL1 1LS.

All complaints will be logged and you will receive a communication to advise that a complaint has been received within 5 working days.

All complaints will be addressed by the most appropriate member of staff or where required, a Manager.

Where the complaint relates directly to a member of staff or volunteer, the individuals line manager will ordinarily address the complaint and follow the appropriate process.

We may choose to disclose and discuss your complaint with a funder or a number of funders, and when required other stakeholders. We will only do this if we believe that it is appropriate and we will advise you when this takes place.

All formal complaints will be kept on file for a period of time appropriate to the nature of the complaint.

We aim to resolve all complaints within 28 days and where this isn’t possible, we will advise you of the reason, outline the next steps and wherever possible aim to provide a timescale.

All formal complaints will be raised with the Board of Trustees following resolution, through the Trustee Board Report unless earlier Board involvement is required.

5. Appeals process

Where you have followed Bolton CVS’s Complaints process and you are not satisfied with the outcome, you can contact the Chief Officer in writing directly (either via email or by letter). The Chief Officer will discuss with you the appropriate course of action within 5 days of receipt of the formal appeal.

In instances of appeal, a meeting will be called with the appropriate representatives from Bolton CVS and the individual(s) making the appeal and this will be within 28 days.