



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

**Process guide for staff, volunteers  
and those using and accessing our**

## 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 1,561 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 delivering compliments, providing comments and suggestions and making a complaint to Bolton CVS 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](mailto: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.

### 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 emailing the person responsible directly. Alternatively, you can get in touch through our organisation email '[info@boltoncvs.org.uk](mailto:info@boltoncvs.org.uk)' or by 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 suggestions 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 in line with our data protection policy.

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 – Services

All complaints will be addressed as formal and must be made within 28 days of the reason for the complaint occurring; via email to '[info@boltoncvs.org.uk](mailto: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 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 or if needed, other stakeholders. We will only do this if we believe that it is appropriate and we will advise you of how and when this takes place.

All formal complaints will be kept on file for a period of time appropriate to the nature of the complaint, in line with the data protection policy.

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.

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

All formal complaints will be raised with the Board of Trustees at resolution through the Trustee Board Report.

## **5. Formal complaints process – funding programmes**

All complaints relating to grant and investment awards will be addressed as formal and must be made within 12 months of the date the grant or investment was awarded.

Where this is not the case, complaints relating to funding programmes that aren't live will only be responded to where there are concerns with regards to a breach of the terms and conditions of the funding programme.

Otherwise, the process for making formal complaints relating to funding programmes is as outlined in section 4 above.