

Voscur Complaints Procedure

How to Make a Complaint

Voscur provides advice, support, information and representation to a wide range of voluntary and community organisations and community enterprise in Bristol.

At Voscur we aim to provide a quality service to any community and voluntary sector organisation, and community enterprise, who needs our help. We try to be as efficient as possible, and are keen to make improvements to make our services more effective and accessible to all sections of the community.

We would like to hear from you if you have not been happy with any aspect of our organisation, and want to make a complaint. The following procedure has been set up by Voscur to ensure that your complaint is properly heard.

You have a right to support from an independent advocate or friend at any point during this process.

Voscur will take your complaint seriously and do all it can to ensure that the situation is resolved to your satisfaction.

Voscur
CREATE Centre,
Smeaton Road,
Bristol,
BS1 6XN

Tel: 0117 909 9949

Fax: 0117 904 3346

E-mail: info@voscur.org

Step One

If you are unhappy with the service you have received (with an individual in our organisation, or with the organisation as a whole) the first stage will be for you to try to resolve the problem informally with a member of staff or the Board of Directors.

If you would prefer to speak to someone who not was involved in the situation, then go straight to step two.

Step Two

If your complaint is not resolved through the above actions, the next step is to contact the Chief Executive at the above address, detailing your complaint by letter marked private and confidential. Alternatively, you can contact the Chief Executive at the Voscur office by telephone, to make an appointment to make your complaint in detail at a meeting.

If you have a complaint involving the Chief Executive you should write to the Chair of Voscur. Any written communication should be marked "Private and Confidential".

You should receive confirmation of receipt of your complaint within 5 working days.

Step Three

The Chief Executive (or Chair, if your complaint relates to the Chief Executive) will investigate your complaint by talking to you and other people involved in the situation and will follow this up with a full written report, sending copies to you and the Chair of Voscur. The report will include any necessary explanations or steps that will be taken to ensure the problem does not recur.

We will aim to send a report to you within 10 working days, and will keep you informed of progress.

Step Four

If you are not satisfied that your complaint has been dealt with properly, you may request a full meeting of the Board of Directors of Voscur to be convened, to which you will be invited. You may bring a friend or other representative to support or represent you. The meeting will hear your complaint again, and of the internal investigation. It will make a decision regarding any appropriate action that may be required to resolve the situation. You will be contacted in writing with their decision.

We aim to convene the Board of Directors within 15 working days of your request, and write to you within 5 working days of the BOD meeting.

Step Five

If you feel that the committee have not responded effectively, then you may wish to seek advice from ACAS or Bristol Mediation, who can approach us to carry out their own investigation.

This procedure is available in different formats on request.