

## COMPLAINTS POLICY

Lincolnshire CVS aims to provide services of quality to its members and to other organisations and individuals. Lincolnshire CVS acknowledges that there may be occasions when a service user feels the quality of service provided is inadequate.

Lincolnshire CVS would always endeavour to ensure that complaints are resolved informally. It is acknowledged, however, that on occasions informal resolution will not be possible. In these cases the management committee of Lincolnshire CVS has agreed the following procedure to ensure that any complaint arising from alleged lapses in quality of service should be dealt with as speedily and fairly as possible and therefore has agreed that:

- All complaints should be made to the Chief Officer, either in person or in writing, unless the complaint implicates the Chief Officer, in which case the complaint should be made to the Chair of the Management Committee. The Chief Officer (or the Chair) shall acknowledge in writing the receipt of a complaint and response, normally within seven days. The Chair of the Management Committee shall be promptly informed of the number and nature of any complaints as part of the business of its regular meetings.
- The Chair of the Management Committee shall appoint a representative of the Management Committee to oversee the investigation of the complaint. Lincolnshire CVS will always attempt to ensure, where possible, that when the complaint is an issue of actual or perceived discrimination, the Management Committee representative will have a degree of understanding of the form of discrimination at issue.
- The Chief Officer or Chair (as appropriate) shall communicate the results of the investigation to the complainant as soon as possible, but normally within twenty-one days after written acknowledgement of the complaint.
- If the complainant is dissatisfied with the results of the investigation he/she may make direct representations to a specially convened sub-committee of the Management Committee, and may be accompanied by a friend, advocate or representative. The Management Committee representative appointed at stage 2 above shall not be part of the sub-committee.
- If the complainant still feels that the complaint has been through our system and you feel it has still not been resolved to your satisfaction, where appropriate, you may send your complaint to your Local Authority or ask the local Government Ombudsman to investigate. The Ombudsman is an independent investigator who looks into maladministration complaints against local authorities.
- If the result of the investigation into the complaint determines that there has been a lapse in the quality of service provided, Lincolnshire CVS shall issue a written apology to the complainant, signed by the Chair of the Management Committee. Lincolnshire CVS shall also undertake a procedural review to

ensure that there is positive action to improve services to prevent a similar lapse in future.

If you are ultimately not satisfied and it relates discrimination you can make further complaints to:

The Equality and Human Rights Commission  
Correspondence Unit  
Arndale House  
The Arndale Centre  
Manchester  
M4 3AQ  
Phone: 0808 800 0082

OR

Local Government Ombudsman  
Beverley House  
17 Shipton Road  
York  
YO30 5FZ  
Advice Line: 0845 602 1983 or 01904 663200  
Email: [enquiries@lgo.gov.uk](mailto:enquiries@lgo.gov.uk)

It is the policy of Lincolnshire CVS to deal with all complaints speedily & courteously. Where it is found that complaints relating to Lincolnshire CVS are fully justified, we will take prompt & appropriate action to ensure there is no repetition of the occurrence