

COMPLAINTS AND FEEDBACK POLICY

This policy is for use by AVP volunteers and users of our service.

AVP aims to provide all of its volunteers and service users with the best possible support and service. We are also committed to improve our service continuously.

We know that there may be situations when volunteers and users of our services feel that the quality or level of service falls short of what they would reasonably expect, or where they would like to make a suggestion for improvement or pass on a compliment where things have worked well.

To pass on feedback or suggestions *informally*, please write to or email:

The Chair of the Operations Committee
AVP Britain
The Grayston Centre
28 Charles Square
London N1 6HT
Email: JL@COOPTTEL.NET

We will respond to your feedback within 21 days.

WHAT CAN YOU COMPLAIN TO US ABOUT?

We use the Charity Commission definition of a complaint:

A complaint is an expression of dissatisfaction about the standards of service provided by a charity, which an individual or group of individuals claim has affected him, her or them.

Your complaint should be about something specific. You should tell us what you believe we have done wrong, how this has affected you and what you think we should do to put things right.

HOW YOU CAN FORMALLY COMPLAIN TO US

We encourage you to resolve your complaint informally first if possible with the person(s) involved with the minimum delay

If this does not result in a resolution, we encourage you to raise your complaint directly and informally with the coordinator for your region. The contact details for each of our regional coordinators may be found on our website.

The coordinator will look into your complaint and respond to you. We will try to resolve matters quickly in this way.

All complaints will be investigated and treated in strict confidence.

If the matter is not dealt with to your satisfaction, you may want to make a formal complaint.

Formal complaints may be submitted to:

The Chair of Operations Committee
AVP Britain
The Grayston Centre
28 Charles Square
London N1 6HT

Email: opcomm@avpbritain.org.uk

You can expect to receive a written acknowledgement within seven days of receipt of your complaint.

We aim to provide you with a full response within 28 days of receipt of the complaint, or where the investigation is still in progress, we will send you a letter explaining the reason for the delay. We will provide you with a full response within five days of a conclusion being reached.

HOW TO APPEAL

If you remain unhappy with how we have handled your complaint, you can have your complaint reviewed by the Chair of Trustees or their nominee. Please write to:

Chair of Trustees, AVP Britain
The Grayston Centre
28 Charles Square
London N1 6HT

The decision of the Chair shall be final.

All complaints received will be logged together with outline details of their nature and their outcomes. This information will be used to review and improve AVP services. If appropriate, any learning points from the complaints will be communicated throughout the organisation.

The Board of Trustees shall be regularly informed by the Chair of the Operations Committee of the number and nature of any complaints, and the outcome.

Date approved by Board: 1 June 2018

Date for next review: April 2019