



Dacorum Council for Voluntary Service Complaints Procedure for Customers and Member Organisations

Dacorum Council for Voluntary Service (operating as Community Action Dacorum) aims to provide its members, organisations and individuals with the best possible service.

However, we recognise from time to time that there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued custom and good will is greatly valued by us and therefore if you have a complaint to make, we would like you to tell us about it.

This is what you should do:

1. The complaint should be made in person or in writing to the Chief Executive who will acknowledge in writing within 7 days the receipt of any complaint.
2. The Chief Executive shall – in consultation with the Chairman of the Executive Committee undertake to investigate the circumstances leading up to the complaint
3. The Chief Executive shall communicate in writing the results of the investigation to the complainant within a reasonable time – normally 21 days.
4. The complainant shall have the right, if dissatisfied with the results of the inquiry to put his/her case personally to the Chief Executive and/or the Chairman.
5. The Executive Committee shall be regularly informed by the Chief Executive of the number and nature of any complaints and their outcomes.
6. Where appropriate, Dacorum CVS shall make a written apology (signed by the Chairman of the Executive Committee) to the complainant.