



# Bournemouth Council for Voluntary Service

Registered Charity No: 1081381 - Company Reg'd in England & Wales No: 4024662

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## **COMPLAINTS PROCEDURE**

Bournemouth Council for Voluntary Service (BCVS) aims to provide its members, organisations and individuals with the best possible service.

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

Your continued support and goodwill is greatly valued by us and therefore if you have a complaint to make, we would like you to tell us about it. An appropriate form is provided for this purpose.

### **THIS IS WHAT YOU SHOULD DO:**

1. The complaint should be made in writing or on the complaints form available from Bournemouth CVS, to the Chief Executive at the office above, 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 Board of Trustees - undertake to investigate the circumstances leading to the complaint.
3. The Chief Executive shall communicate 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 Board of Trustees.
5. The Board of Trustees shall be regularly informed by the Chief Executive who shall keep a record of the number and nature of any complaints and the outcome.
6. Where appropriate, BCVS shall make a written apology (signed by the Chairman of the Board of Trustees) to the complainant. The decision of the Board of Trustees will be final.

Signed by:

Chair of Board of Trustees

Chief Executive

Policy agreed: September 2002  
Reviewed: January 2004

*BCVS/Policy&good practice/Complaints procedure*