

Lancaster District Council for Voluntary Service



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Chief Officer: Jon Rigby

Registered Charity 502265

Complaints Procedure

Lancaster District Council for Voluntary Service (LDCVS) aims to offer the best possible service to the organisations and individuals who make best use of it, but recognises that, at times, it may fail to do so. In these instances LDCVS would be grateful to hear from an organisation or individual about what has gone wrong in order to be able to make amends in the particular situation, and to avoid repeating any mistakes in the future.

In the first instance, the complaint should be made direct to the person concerned and as soon as possible. It is hoped that most complaints can be resolved in this way.

If, however, the complaint remains unresolved, please write to the CVS Chief Officer (or CVS Chairperson if this is not appropriate), at the address below. The following procedure will then operate.

1. The complaint will be acknowledged in writing (normally within 7 days of receipt)
2. The CVS Chief Officer or Chairperson (as appropriate) will investigate the circumstances which have led to the complaint.
3. The results of this investigation will be communicated to the complainant in writing within 21 days (a holding letter will be sent if this is not possible, giving a revised timescale)
4. If the complainant is dissatisfied with the results of the investigation, they have the right to present their complaint in person to the Executive Committee of LDCVS.
5. Where appropriate LDCVS shall give a written apology (signed by the Chairperson) to the complainant.

LDCVS will keep a record of all verbal and written complaints and the Executive Committee of LDCVS will be kept informed of the number, nature and resolution of complaints on a regular basis (at least quarterly).

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