Telford and Wrekin

CVS

Involving, Inspiring, Supporting

Complaints Policy and Procedure

3 November 2026

Complaints Policy and Procedure

For use by –

- A service user who is dissatisfied with the level or manner of service that they have received from Telford and Wrekin CVS
- Anyone who has had contact with Telford and Wrekin CVS in a professional capacity and has a complaint about the way this contact was dealt with.

Policy

Telford and Wrekin CVS expect all its employees and volunteers to deliver its information, advice and support services in a professional and courteous manner. It will take any complaint about the delivery of service seriously and will investigate it confidentially and fairly using the following two stage procedure.

At any stage of the procedure, the Chief Executive Officer (CEO) may decide that the investigation must be passed to an external agency (e.g. child protection agency). In this case Telford and Wrekin CVS would have no further responsibility for the complaint but would co-operate with the investigating agency.

Procedure - Stage 1

The complainant should put concerns in writing to the CEO, at the following address: -

Telford and Wrekin CVS
Suite 12 & 15
Hazledine House
Central Square
Telford Centre
Telford
Shropshire
TF3 4JL

We suggest that a complaint is made within a reasonable time limit, so that all people involved can clearly remember what happened.

The CEO will usually acknowledge this letter within 5 working days of receipt. This letter will acknowledge receipt of the complaint, the date it was received, who is responsible for investigating the complaint, with contact details, and the deadline for a response (usually 15 working days following the receipt of the letter).

The CEO will investigate the complaint (this may involve discussion with any person involved). They may contact the complainant by telephone or to arrange a meeting should they require more clarification.

The CEO will write to the complainant with the results of the investigation usually within 15 working days of receiving the letter and provide information about what action has been or will be taken. Where the investigation is likely to take longer than 15 days then the CEO should inform the complainant in writing within 15 days and provide weekly up-dates of the progress of the complaint.

If the complainant is dissatisfied with the outcome of Stage 1 or wishes to make an initial complaint about the CEO, then the complainant should be informed of their right to follow Stage 2 of the procedure.

Procedure - Stage 2

The complainant should inform the CEO in writing or by telephone within 10 working days of receipt of the CEO's response that they wish to proceed to Stage 2 of the Complaints Procedure. Where the complaint relates to the CEO, or if preferred, the Complainant may write directly to the Chair of the Board of Trustees of Telford and Wrekin CVS at the above address. The complainant will usually receive an acknowledgement of this within 5 working days of them stating that they wish to proceed to Stage 2.

The Chair of the Board of Trustees will usually convene a complaints panel within 28 working days of receipt of this letter consisting of Telford and Wrekin CVS Trustees.

The complainant will be invited to present their complaint in person to this Complaints Panel. They will usually be given 15 working days' notice of the date of the meeting and will be told that they can bring a friend or family member with them.

The CEO will be invited to present the response to the Complaint.

The Panel will be invited to consider:

- The merits of the original complaint,
- Any further information that has come to light,
- Whether correct procedures have been followed,
- Whether the complainant has been treated fairly.

Usually within 15 working days of the panel meeting, the complainant will be sent a letter with the panel's decision. The decision of the panel represents the completion of Telford and Wrekin CVS's internal complaints procedure.

Access

A copy of this document is available on request.