



# Southampton Voluntary Services

Voluntary Action Centre, Kinglands Square, St Marys Street, Southampton, SO14 1NW  
Phone: 023 8022 8291 Fax: 023 8022 2929  
website: www.southamptonvs.org.uk

## COMMENT / CONCERN / COMPLAINTS FORM

Report of comment / concern / complaint (delete as appropriate)  
made on \_\_\_\_\_ (date)

By, (name of person/service user): \_\_\_\_\_

(organisation / contact details): \_\_\_\_\_

To, (name of SVS Staff Member)

Brief outline of issues raised – continue on separate sheet if needed:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Action taken:

- Resolved informally and action taken \_\_\_\_\_

- Further investigation required \_\_\_\_\_

- Advised of SVS Complaints Policy Yes / No

- Given copy of SVS Complaints Policy Yes / No

- Notified Line Manager on: \_\_\_\_/\_\_\_\_/\_\_\_\_ (date) Yes / No

- Notified Chief Executive/Deputy on: \_\_\_\_/\_\_\_\_/\_\_\_\_ (date) Yes / No



**promoting voluntary action**



INVESTOR IN PEOPLE

SVS 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.

The continued support and goodwill of members, organisations and individuals is greatly valued by us and SVS would wish to know at the earliest opportunity of any complaint about SVS, its services, staff members or volunteers. Any complaint will be taken seriously. **Equally it would be helpful to receive any positive comments about aspects of our services which you found to be particularly helpful and useful.**

### **Completing the Feedback Form**

Please circle if it is a Comment, Concern or Complaint you wish to make:

Comment – this may be a positive or negative comment which will be acknowledged and communicated within SVS

Concern - formal concern, where action will be taken up with the relevant people

Complaint - this is a more formal registration of dissatisfaction to which the Chief Executive or the Chair of the Executive Committee will respond.

Please give your name and contact details so we are able to respond, should you have a concern or complaint.

Your complaint will normally be acknowledged in writing within 7 days. We will investigate the circumstances leading to your Complaint and normally communicate the results of the investigations within 28 days.

### **Still Dissatisfied**

If you are dissatisfied with the results of the enquiry, you can appeal to the Chair of the Executive Committee via the SVS office where you will be able to put your case personally to the Executive Committee which may convene a special panel for this purpose.

### **Confidentiality**

Anyone giving feedback has the right to confidentiality. SVS Executive Committee, and where relevant the member of staff who is being complained about, will know about the complaint, its progress and outcome.

Information gathered during any investigation of a complaint will only be used for the purpose intended and will not be shared without your knowledge or that of the staff member concerned.

The comment/concern/complaint will be on a need to know basis that will be decided by the Chief Executive or Deputy Chief Executive and the Chair of the Executive Committee, if appropriate.

All submitted forms will be held by the Chief Executive. Confidential notes taken during any enquiries will be kept in a sealed, countersigned envelope in a locked file for a period of 1 year prior to destruction.

**Thank you for taking the time to give us feedback.**