

# **FEEDBACK POLICY**

## **Statement**

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.

## **Action**

If you would like to make any of the following:

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.

then you can take these forward by either having an informal discussion with a member of staff, which they can record on your behalf if you wish or you can request a 'SVS feedback form' (appendix 1) from any member of staff or on our website detailed below, which we will act upon accordingly.

If you have a complaint then you should contact the Chief Executive either by person, by telephone, in writing or completing our 'SVS feedback form' (appendix 1) Your complaint will normally be acknowledged in writing within 7 days the receipt of any complaint.

If the complaint is against the Chief Executive, the Chair of the Executive Committee should be contacted via the SVS office.

The Chief Executive/Deputy Chief Executive, in consultation with the chair of the Executive Committee, will undertake to investigate the circumstances leading to the complaint.

The Chief Executive/Deputy Chief Executive, will normally communicate the results of the investigation to the complainant within 28 days.

The complainant has the right, if dissatisfied with the results of the enquiry, to appeal to the Chair of the Executive Committee via the SVS office and to put his/her case personally to the Executive Committee which may convene a special panel for this purpose.

The Executive Committee will be kept regularly informed on an annual basis of all complaints and their outcomes. Where appropriate, SVS will make a written apology to the complainant.

Anyone making a complaint has the right to confidentiality. In an informal complaint, who needs to know will be decided by the complainant and the relevant member of staff. In a formal complaint this will be decided by the Chief Executive or Deputy Chief Executive and the Chair of the Executive Committee, if appropriate.

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.

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.

SVS feedback forms can be found on our website: [www.southamptonvs.org.uk](http://www.southamptonvs.org.uk).

Appendix 1



# 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.**