

Complaints Procedure

Your continued support and goodwill is greatly valued by us and therefore if you have a complaint about #TeamHerts Volunteering we would like you to tell us about it. Please follow the procedure below to submit a complaint:

The complaint should be made in writing to the Executive Director, who will acknowledge in writing within 7 days the receipt of any complaint. If your complaint concerns the behaviour of a specific member of staff please post your complaint to the Executive Director to North Herts CVS (the contract holders) marking the envelope 'Private and Confidential'.

1. The Executive Director shall (in consultation with the Chair of the Board of Trustees) undertake to investigate the circumstances leading to the complaint.
2. The Executive Director shall communicate the results of the investigation to the complainant within a reasonable time, normally 21 days.
3. The complainant shall have the right, if dissatisfied with the results of the inquiry, to put his/her case in writing directly to the Board of Trustees.
4. The Board of Trustees shall be regularly informed by the Executive Director of the number and nature of any complaints and the outcome.
5. The decision of the Board of Trustees will be final.