



Hearing Voices Network Dundee(SCIO)

The HaVeN

216-222 Hilltown

Dundee, DD3 7AU

t: 01382 223023

e:hearingvoices@havendundee.co.uk

Scottish Charity Number SC047597

Volunteer and Visitors Complaints Procedure

What to do if you want to make a complaint

People can make a complaint about

1.0 The organisation

2.0 Staff Members

3.0 Volunteers

4.0 Members

Our complaints procedure

Hearing Voices Network is committed to providing good quality services. We recognise however, that we sometimes get things wrong or make mistakes. To deal with this we have a complaints procedure.

How we will deal with your complaint

Complaints help us to see where our services or procedures might be improved. So let us know where you feel we have made a mistake or done something, which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

How to complain

Step 1: Contacting us

The first step is to talk to the Development Officer. This can be done quite informally, either directly, email or by telephone.

If they are not available, or you would prefer to approach someone else, then ask for their relevant line manager.

We will try to resolve the problem on the spot and informally if we can. If we can't do this, for example, because information we need is not to hand, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within five working days or we will make some other arrangement acceptable to you.

Step 2: Taking your complaint further.

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We hope you will only feel the need to make a formal complaint as a last resort. However, if you are still unhappy, the next step is to put your complaint in writing to the Development Officer of HVN, setting out the details, explaining what you think went wrong and what you feel would put things right. If you are not happy about writing a letter, you can always ask for help to put your complaint in writing. You should make sure you agree with what is recorded and that you are provided with your own copy for reference.

Once the Development Officer receives a written complaint, they will arrange for it to be fully investigated. Your complaint will be acknowledged in writing within five working days of receiving it and the letter will say when you can expect a full response. This should normally be within three weeks unless the matter is very complicated, such as where other organisations need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

Step 3: The next stage

If you are not satisfied with the Development Officer's investigation you can take your complaint to the HVN Management Committee. HVN is a registered charity and as such is managed by a Management Committee. All materials relating to your complaint and to the Development Officer's investigation will be sent to the Chair of the Management Committee (contact details will be provided for you). He/she will let you know within seven working days that they have received your complaint and tell you when to expect a full response from them.

Taking your complaint outside the organisation.

If you are not satisfied with the response, you can always seek advice from outside the organisation. It may be possible to seek help from an advice agency or other organisation. HVN will provide you with details of any services local to your area if we can.

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