



Halton & St Helens
Voluntary and Community Action

Halton and St Helens Voluntary and Community Action (VCA) Complaints Procedure

Halton & St Helens VCA 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 falls short of what they could reasonably expect.

The goodwill and support of all members and other contacts is valued and if therefore you have a complaint to make, we would like you to tell us about it.

This is what you should do: -

1. The complaint should be made in person, by telephone, in writing, by email or via Halton & St Helens VCA Comments, Complaints, Compliments Leaflet to the Chief Executive Officer who will acknowledge in writing within 7 working days of the receipt of any complaint.
2. The Chief Executive Officer shall undertake to investigate the circumstances leading to the complaint.
3. The Chief Executive Officer shall communicate the results of any investigation to the complainant within a reasonable time – usually 21 working days.
4. Should the complaint relate to the Chief Executive Officer, the complaint should be made directly to the Chair or Vice-Chair of the Board of Trustees who will investigate the circumstances and communicate the results of the investigation within a reasonable time – normally 21 working days.
5. The complainant shall have the right – if dissatisfied with the results of the inquiry – to put his/her case personally to the Board of Trustees.
6. The Board of Trustees shall be regularly informed by the Chief Executive Officer, of the number and nature of any complaints and the outcome.
7. Where appropriate VCA shall make a written apology (signed by the Chair of the Board of Trustees) to the complainant.