



**VOLUNTARY ACTION
MERTHYR TYDFIL
GWEITHREDU GWIRFODDOL
MERTHYR TUDFUL**

COMMENTS AND COMPLAINTS PROCEDURE

Voluntary Action Merthyr Tydfil aims to provide quality services for its member organisations and other bodies with whom it is working.

We try to ensure that

- ❖ the information and advice that we provide is accurate and up to date
- ❖ training courses and events are well organised and meet the needs of participants
- ❖ we deal with member organisations, other bodies and the general public in a helpful and courteous manner.
- ❖ our policies and work are appropriate and acceptable to our membership.

We hope that we can always achieve these standards; but if things go wrong, or if you want to comment on the ways we have worked, details of the procedure you are asked to follow are set out below.

COMMENTS

You may have comments or suggestions, whether good or bad, about our work and services. If you do have suggestions to make, we want to hear from you. This can be done in person, by telephone or in writing. If you have a comment or suggestion about our work, you should raise it with the member of staff with whom you are dealing, or with their line manager. If you do not know who this is, we are pleased to give you this information if you contact our offices in Merthyr Tydfil.

COMPLAINTS

There may be occasions when people wish to complain about some aspects of VAMT's work or policies. We are keen to know if things go wrong and it is an individual's right to complain if they do. We respect this right and it is our responsibility to help you to do this, to listen, and to give answers.

The procedure we have established for dealing with complaints from member organisations, other bodies and the general public is as follows:

Stage 1- Informal

If you do need to complain, normally the member of our staff you are dealing with can deal with this informally and promptly, and in a confidential manner. You should raise the matter with the person concerned, stating clearly that you are making a complaint, and every effort will be made to resolve the matter quickly and informally. You will be kept in touch with progress and informed of the outcome verbally within 10 working days.

Stage 2- Formal

If it is difficult to raise the matter with the member of staff with whom you have been dealing, or if you have done this and are dissatisfied with the outcome, or if you think that the matter is too serious to be dealt with informally, you should write to the Chief Officer of VAMT to make a formal complaint, setting out the details.

The Chief Officer will contact you to acknowledge receipt of your letter within 5 working days and to establish what action was taken under Stage 1 if appropriate. The Chief Officer will make arrangements for the line manager of the member of staff concerned to meet with you to discuss your complaint further. The line manager will investigate the matter as quickly as possible, and will keep you informed of progress and the outcome within 10 working days of receipt, in writing. The Chairperson of VAMT will be informed of the nature of the complaint, and of any proposed course of action.

Stage 3- Final

If you are not satisfied with the outcome of stage 2, you should write to the Chief Officer setting out the reasons for your dissatisfaction with the outcome of stages 1 and 2. Your letter will be considered by VAMT's Board at a meeting called within 14 days of the receipt of the letter expressing dissatisfaction. The Board will consider how the complaint should be resolved. The Chief Officer will then write to you with details of any action VAMT intends to take within 5 working days of the Board's decision.

If your complaint concerns the Chief Officer of VAMT, and it has not been resolved to your satisfaction in Stage 1, you should write to VAMT setting out the details of your complaint, addressing your letter to the Chairperson and marking the envelope

'Private and Confidential'. The Chairperson will acknowledge receipt within 5 working days.

SCOPE OF PROCEDURE

This procedure is principally designed to deal with comments or complaints about services and activities organised by VAMT's staff. Member organisations may wish to raise other concerns, which fall outside the scope of this procedure – for example, relating to policies adopted by the organisation, the conduct of general meetings. If you wish to raise such a matter which is outside the scope of this comments and complaints procedure, this should be discussed with the Chief Officer of VAMT who will advise you of the arrangements set out in the Memorandum and Articles of Association and other procedures to enable your concern to be properly considered.

All complaints received will be entered in a Complaints and Issues Log which will be available for inspection by stakeholders on request.

Communities First South Cluster

VAMT is the Operational Lead Body for the delivery of the Communities First Programme in the South Cluster (Bedlinog, Treharris, Merthyr Vale and Plymouth wards). If you have a comment or complaint specifically relating to the delivery or any other aspect of the Communities First programme in this area, in the first instance you should contact the Deputy Chief Officer at Voluntary Action Merthyr Tydfil.

In addition, you are also able to complain to Merthyr Tydfil County Borough Council who are the Lead Delivery Body. You should contact the Communities First Strategic Development Officer at Merthyr Tydfil County Borough Council, Civic Centre, Castle Street, Merthyr Tydfil CF47 8AN .

CORRESPONDENCE

Any correspondence should be marked 'Confidential' and addressed to:

**Chief Officer
Voluntary Action Merthyr Tydfil
89/90 Pontmorlais
High Street
Merthyr Tydfil
CF47 8UH**

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