



## **Complaints Policy**

**Market House  
14 Market Street  
Lerwick**

A charitable company limited by guarantee registered in Scotland No. 165677  
Registered Office Market House, 14 Market Street, Lerwick, Shetland ZE1 0JP  
Company Secretary Catherine Hughson  
Recognised by the Inland Revenue as a Scottish Charity - No. SCO 17286

# Voluntary Action Shetland

## MEMBERS AND USERS COMPLAINTS POLICY

### 1. PURPOSE OF THE PROCEDURE

1.1 The purpose of the complaints procedure is to ensure that:

1.1.1 members and users have an easily accessible, straightforward means of making formal representations to VAS which offers prompt action and speedy resolution of complaints;

1.1.2 members and users are confident that their complaint is being dealt with effectively and fairly, even if the outcome is not to their complete satisfaction;

1.1.3 VAS uses complaints positively and takes subsequent action to maintain and improve service quality and responsiveness.

### 2. PRINCIPLES

2.1 It is the policy of VAS to encourage and support members and users to use the complaints procedure if they are unhappy with any aspect of the service.

The aim of the complaints procedure is to ensure that all complaints are dealt with in the most efficient and appropriate fashion, and that they are resolved at the earliest possible opportunity.

It is the view of VAS that complaints should be welcomed, as they will allow the organisation the opportunity to rectify problems and improve its service delivery.

### 3. PROCEDURE

3.1 The Executive Officer is responsible for ensuring that the complaints procedure is fairly and effectively implemented.

3.2 The complaint should be sent in writing, signed, dated and marked 'private and confidential' to:

Executive Officer  
Voluntary Action Shetland  
Market House  
14 Market Street  
Lerwick, ZE1 0JP

3.3 The complaint must:

- identify the member(s) of staff complained against
- identify the service complained against
- detail the nature of the complaint

3.4 Responding to complaints:

If the complaint is against an organisation other than VAS the complaint is logged and passed on to the relevant organisation. The complainant will be informed that this has happened and be given the opportunity to request that VAS investigates the complaint if it is not resolved in the first instance. A copy of the Complaints Leaflet will also be given to the complainant.

Complaints against VAS and the administration of Market House will follow the following procedure:

**Stage 1**

The Executive Officer will acknowledge receipt of a complaint within 5 working days to the complainant and send a copy of it to the member(s) of staff complained against. A copy of the Complaints Leaflet will also be sent to the complainant.

**Stage 2**

The Executive Officer will investigate the complaint as a matter of priority. All relevant information will be taken into account and a response will be given within 20 working days. The Executive Officer will inform all parties involved in the complaint, in writing, of the outcome.

**Stage 3**

If the complainant feels the case is still unresolved he/she may appeal the decision within 14 days by writing to the Chair of VAS. The Chair will nominate three directors of VAS including one office bearer to investigate the appeal. A response will be sent within 20 working days of receiving appeal notification. Their decision will be final.

3.5 All parties involved in the complaint will be informed in writing of the outcome of the complaint procedure.