



# COMPLAINT FORM

Please complete this form, or write a letter detailing your complaint and return to Executive Officer, Market House.

Name of Staff Member

Service

Detail of Complaint

Complainant's Name

Address

Signed

Date

## VAS organisations:

- Voluntary Action Shetland
- Association of Shetland Community Councils
- Volunteering Shetland
- Shetland Befriending Scheme
- OPEN - Peer Education
- Parent Link
- Shetland Carers

## Independent Organisations within Market House:

- Advocacy Shetland
- Disability Shetland
- Shetland Care Attendant Scheme
- Moving on Employment Project Ltd
- Mind Your Head
- RS Couple Counselling Shetland
- Family Mediation
- Community Mediation Team Shetland
- Citizens Advice Bureau
- Rape Crisis Shetland
- RVS
- Shetland Pre-School Play Ltd
- Shetland Bereavement Support Service
- Victim Support Shetland

A charitable company limited by guarantee registered in Scotland No. 165677.  
 Registered Office Market House, 14 Market Street, Lerwick, Shetland.  
 Company Secretary Catherine Hughson  
 Recognised by the Inland Revenue as a Scottish Charity No. SCO17286.

## THIRD SECTOR HUB

Market House  
 14 Market Street  
 Lerwick  
 Shetland  
 ZE1 0JP



# Members and Users

# COMPLAINTS

# LEAFLET

## VAS & Market House



Phone: 01595 743900  
 Fax: 01595 696787  
[vas@shetland.org](mailto:vas@shetland.org)  
[www.va-shetland.org.uk](http://www.va-shetland.org.uk)

Market House is accessible to all individuals - it has a lift and easy access doors on all levels

*I'm not happy about that, but should I say anything?*



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.

The complaint must:

- Identify the member(s) of staff complained against
- Identify the service complained against
- Detail the nature of the complaint

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, Shetland  
ZE1 0JP

The attached form may also be used to make a complaint.

## Stages of Complaint

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 this complaints leaflet will also be sent to the complainant if required.

### 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:

Chairman of VAS, Market House,  
14 Market Street, Lerwick, ZE1 0JP

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.

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

If the complaint is against another organisation other than VAS the complaint is logged and passed on to the relevant organisation. The complainant will be informed this has happened and be given the opportunity to request VAS investigates the complaint if it is not resolved in the first instance.

Please contact VAS on  
01595 743902  
if you require this leaflet in  
larger type or the services  
of an interpreter.