

Complaints Policy

Neath Port Talbot Council for Voluntary Service aims to provide high quality services to the Third Sector in Neath Port Talbot as well as funders, partners and other agencies.

We are committed to providing a high standard of service and to continuously improving and extending what we can offer. However, we recognise that there may be occasions when things go wrong. It is important that you tell us when this happens so that we can deal speedily with the problem you have raised. Feedback will help us to improve the quality of our work.

You may complain under this procedure if you feel:

- The service you have received from Neath Port Talbot CVS has failed to meet our service standards
- You have not been treated in accordance with our policies and procedures
- You are unhappy with the behaviour of our staff, volunteers or contractors

Stage 1

If you are unhappy about any matter, we undertake to deal quickly and effectively with the problem. As a first step, we suggest that you contact the member of staff concerned to see if the problem can be resolved to your satisfaction. Neath Port Talbot CVS staff will do everything that they can to put things right, including reviewing procedures to stop problems happening again. The contact will be acknowledged within 7 working days. The staff member will seek to resolve the matter within 28 working days during which a copy of the Complaints Procedure will be made available to you. If, at this point, the matter has not been resolved to your satisfaction you should proceed to Stage 2.

Stage 2

If you are not happy with the response provided under Stage 1, you should write to the Director who will acknowledge receipt of your complaint within 5 working days.

The Director will formally respond to your complaint within a further 5 working days.

Stage 3

If you do not feel that the Director's Stage 2 response is acceptable, you have the right to ask for your complaint to be referred to Neath Port Talbot CVS Complaints Panel. The panel consists of members of Neath Port Talbot CVS Board. The Director may also refer complaints to the Panel. You will be advised of the date of the Panel Meeting, which will normally convene within 28 working days of the referral.

You will be notified in writing of the Panel's decision within 5 working days of its meeting.

In the case of a complaint from an individual or organisation which is not a member of Neath Port Talbot CVS, the Panel's decision is final.

Neath Port Talbot CVS members are entitled to raise any issue in relation to the management and administration of the organisation at the Annual General Meeting. Neath Port Talbot CVS AGMs are usually held in the autumn. If members intend to raise an issue or issues at the AGM please contact the Director, at least 8 weeks before the advertised date of the meeting, who will advise you on the steps to take.

Grant Schemes and Programmes administered by Neath Port Talbot CVS

For all grant schemes, decisions about whether to recommend a grant, and the amount, rest with the relevant Grants Advisory Panel.

However, applicants to any grant scheme have the right to make a complaint about the administration of the scheme, following the procedure set out above. Where Neath Port Talbot CVS is acting as an agent for another organisation to distribute grants, that organisation will be notified about the substance of the complaint and advised of the outcome.

The Complaints Panel will let the relevant Neath Port Talbot CVS Grants Advisory Panel know the outcome of any complaint about the administration of that grant scheme. The Grants Advisory Panel may be asked to review its procedures and standard of service, if appropriate. You will be told the outcome of the Panel's decision within 5 working days.

Implementation Date: February 2017
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