
Voluntary Action Kennet aims to provide all members, individuals and organizations with the best possible service. However, there may be occasions where customers believe that VAK has fallen short of the quality of service that is expected. In order to achieve the highest possible standards, all service customers are encouraged to report to VAK when they have not been fully satisfied with the service provided. This leaflet will advise you on the procedure to follow.

Thank you
Your concerns are
important to us.



Voluntary Action Kennet

Office D
12 River Street
Pewsey
Wiltshire SN9 5DH
Phone: 01672 564140
Fax: 01672 564114
E-mail: staff@vak.org.uk



How to let us know
if you have a
complaint
or
a concern

Office D, 12 River Street, Pewsey, Wiltshire, SN9 5DH

Telephone: 01672 564140 Fax: 01672 564114

Email: staff@vak.org.uk Web: www.vak.org.uk

Company Limited by Guarantee No 3075760 Charity No. 1048063

Voluntary Action Kennet is an independent voluntary organization working with local people, community groups, voluntary organizations and statutory agencies.

Voluntary Action Kennet:

- believes that all users should be treated equally, with respect and have the right to confidentiality.
- is keen to improve the services it provides and is always pleased to receive comments and suggestions.



If you are unhappy with a service Voluntary Action Kennet has provided, please let us know.

Examples may be because of our:-

- failure to provide information, or providing inaccurate information.
- unreasonable delays
- conduct of staff
- refusal of service
- the quality of the service

etc

Your complaint may be about something which is out of Voluntary Action Kennet's control. In this situation we could put you in touch with the most appropriate agency.

How do I make a complaint?

1. Contact Voluntary Action Kennet to discuss the complaint. If you find this difficult to do, then write your concerns down and send them to us. We will get back to you within a week to discuss your concern. **Most complaints are put right this way.**
 2. If you are still not satisfied and wish to register a formal complaint, put it in writing to the Chief Officer of Voluntary Action Kennet. The Chief Officer will then investigate the complaint and the circumstances of it, and you will be informed of the outcome of the investigation.
 3. If the complaint is about our Chief Officer please write to The Chair at Voluntary Action Kennet's address marking it 'Private and Confidential'.
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