

Complaints Policy: as reviewed 2024

TVS aims to provide its members and service users with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

The continued goodwill of trustees, employees, volunteers and users, is greatly valued by TVS and we would expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance we would expect individuals to raise any complaint directly with the member of staff or complainant concerned.

The more formal procedure outlined below is intended for use by members and other users of our services, where informal communication has not resolved the problem.

The complaint should be made either in person, or by telephone, fax, letter or email to the Chair who will acknowledge, in writing within ten working days, the receipt of any complaint. If the complaint is about the Chair, the complaint should be addressed to the Secretary (marked 'confidential'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

The Chair will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Chair will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustee Board members- who will not have been previously involved in any way with the initial complaint.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final, and no further appeal is possible.

The Chair will keep the Committee informed of the number and nature of complaints, and the outcomes. S/he will report to it on this at least annually.

This policy statement was reviewed by Jim Lewis, Trustee, and approved by Margaret Kiloh, Chair of Trustees, in June 2024. It is due for review in June 2026. The TVS Board of Trustees is responsible for implementing this policy.