

Feedback & Complaints Procedure



TCV welcomes feedback as it helps us to continue to improve the way we work.

If you have any feedback, whether it's a suggestion or a compliment please complete our online feedback form or email feedback@tcv.org.uk

We will need to know:

- your name, address, email and telephone number and your preferred method of contact
- full details of your feedback/suggestion/compliment.

In lots of cases we can sort out the problem and use what you tell us to make our service better. If we cannot do this we have a formal complaints procedure.

If you make a complaint, we will:

- contact you, within 2 working days, to let you know that we've received it and who will be dealing with it
- investigate your complaint (by referring to the relevant department where all facts will be taken into account)
- track the progression of your complaint and aim to respond within 20 working days. If we can't reply to you within this time, we will let you know and tell you when you can expect a reply.

If you are making a complaint, please send this to complaints@tcv.org.uk

If you are dissatisfied with the outcome of the investigation and your concerns are still unresolved, you can make an appeal to our Group Finance Director at the address below:

**People Services Team, The Conservation Volunteers, Sedum House,
Mallard Way, Doncaster DN4 8DB Tel: 01302 388883
Email: feedback@tcv.org.uk / complaints@tcv.org.uk**

All complaints are taken very seriously. They will be handled in confidence but there may be the need to share information with those who need to know about the complaint in order to resolve it. This information will be handled in accordance with the Data Protection Act.

Following our investigation, if your complaint is upheld, we will try to solve the problem by:

- apologising and explaining what went wrong
- provide the service you are entitled to receive
- change procedures/training programmes, where relevant, so that the mistake is not repeated.

Alternatively, your feedback can be made to the People Services Team.

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