Complaints Procedure

Please ensure you are using the most up to date version of this policy	
Date of Issue	June 2012
Date Last Reviewed	November 2026
Date of Next Review	November 2029
Reviewed By	CEO
Ratified By	Board

Halton and St Helens Voluntary and Community Action (VCA) aims to provide 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. In such cases, individuals are encouraged to make a complaint, so that Halton and St Helens VCA can continually maintain a high standard of service provision.

Procedure

1. The complaint should be made to the Chief Executive Officer either in person, via the telephone, or in writing. If the complaint is about the Chief Executive Officer, the complaint should be made to the Chair of the Board of Trustees

2. The complaint will be acknowledged, within seven working days of receipt

3. An investigation will take place

4. The complainant will be informed of the outcome of the investigation, typically within twenty-one working days. The outcome will be communicated in the same manner as the original complaint e.g. in writing, in person, or via the telephone

5. The complainant will be informed of their right to appeal, if they are unhappy with the outcome of the investigation. Appeals should be made, in writing, within five working days. Appeals should be made to the Chair of the Board of Trustees. If the Chair conducted the original investigation, another Trustee will hear the appeal

6. Where complaints are upheld, an apology may be made to the complainant. In addition to this, a work plan will be created and implemented to limit the likelihood of the unsatisfactory situation happening again

EQUALITY IMPACT ASSESSMENT

Is the policy new ☐ or a review ☒ ? (New policies should be considered by at least two people prior to ratification in relation to equality impact)		
Assessment: Could the implementation of this policy have a disproportionate negative impact upon people with a protected characteristic? If yes, tick the relevant protected characteristic and give details.		
Disability (physical, sensory, learning, hidden, mental ill health)	☒	Individuals who wish to make a complaint, but feel unable to do so independently will be offered support to follow the procedure contained within this document. Alternative formats of information can be produced and individuals can be signposted to voluntary groups and organisation that could provide advocacy and/or support.
Gender Reassignment	☐	
Marriage/Civil Partnership	☐	
Pregnancy/Maternity	☐	
Race	☐	
Religion/Belief	☐	
Sex	☐	
Sexual Orientation	☐	

Which of the following statements best describes the outcome of the assessment?	
Outcome 1: Continue: No change required: The assessment has not identified any potential for unlawful conduct or disproportionate impact. All opportunities to advance equity of opportunity are being addressed	☒
Outcome 2: Continue: Minor changes required: Minor adjustments must be made to remove/mitigate adverse impact(s) or to advance equity of opportunity, prior to implementing the policy	☐
Outcome 3: Continue: Major changes required: Major adjustments must be made to remove/mitigate adverse impact(s) or to advance equity of opportunity, prior to implementing the policy	☐
Outcome 4: Continue: Changes are not practicable: There is the potential for a negative impact; however, there are no reasonably practicable remedies to overcome this. There is a justifiable reason, with evidence, for continuing with the implementation of the policy	☐
Outcome 5: Cessation: The policy will no longer be implemented. Major negative impacts have been identified and cannot be justifiably discounted or remedied	☐