



**Sunderland Voluntary
Sector Alliance**

Complaints Guidance

**Adapted from the
Sunderland Voluntary
Sector Alliance Complaints
Policy**



Compliments and Complaints

We welcome your feedback

Sunderland Voluntary Sector Alliance is a learning organisation and we welcome all kinds of feedback whether positive or negative.

If you have a concern to raise or complaint to make most can be sorted out quickly and easily. This can often be at the time they arise with the person involved and this may be the approach you try first. You can also request support from another member of staff if preferred.

Where you are not able to resolve your concern in this way and wish to make a formal complaint you should do so, as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. You can do this by telephone, email or letter. All complaints must be received within 12 months of the incident.

What we do next

We look to settle complaints as soon as possible, this involves:

- Acknowledging the complaint within 7 working days.**
- We will look into the matter within 10 working days.**



- You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue.
- If the matter is likely to take longer than this we will let you know, and keep you informed along the way.
- When the investigations are complete your complaint will be determined and a final response sent to you.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Contact us

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Hendon
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**Or Telephone: 07825094839
or email:**

contactus@sunderlandvsa.co.uk

