

COMMENTS, COMPLAINTS & COMPLIMENTS



Dacorum Volunteer Bureau aims to provide the best possible service, working to national quality standards in all its activities.

Users of our services include staff, volunteers and trustees from local organisations, potential volunteers, colleagues from other Volunteer Bureaus, and personnel from companies, the statutory sector and the media.

Comments

The views of those who come into contact with DVB are really important. They help to shape our future development and ensure all “customers” needs are being met. You are encouraged to comment on your experiences of DVB services.

Complaints

We recognise that from time to time there may be occasions when the quality, or level, of service falls short of what could reasonably expected.

When any complaints do arise, please use the following guidelines: -

- The complaint must be made in person, by telephone or in writing to the Manager, who will acknowledge the receipt of any complaint within 3 working days. Anonymous complaints will not be accepted
- Verbal complaints will be recorded by reception staff on the form, which must be signed and dated by the person making the complaint.
- The Manager shall, in consultation with the Chairman of the Board of Directors, undertake to investigate the circumstances leading to the complaint.
- The Manager shall communicate the results of the investigation to the complainant within a reasonable time - normally 21 days.
- The complainant will have the right, if dissatisfied with the results of the inquiry, to put his / her case personally to the Board of Directors.
- The Board of Directors will be regularly informed by the DVB Manager of the number and the nature of any complaints and the outcome.
- Where appropriate, Dacorum Volunteer Bureau will make a written apology (signed by the Chairman of the Board of Directors) to the complainant.

Compliments

Where services of DVB surpass service users expectations, we encourage written feedback to this effect. Such evidence will be used to support DVB in its applications for funding and in quality accreditation assessments.

Please tick or circle the relevant box and complete the form: -

Comment ☹	Complaint ☹	Compliment ☺
Name:		
Address:		
Phone no:	Email:	
Please give details:		
(continue overleaf if necessary)		
Signed:		Date:

DACORUM VOLUNTEER BUREAU,
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As a user of DVB services, your views are really important to us.