



# Complaints Policy

## INTRODUCTION

WCVA is committed to provide a high-quality service to our members, partners and stakeholders including individuals within the sector.

We are committed to providing a high standard of service and to continuously improving and extending what we can offer. However, we recognise that there may be occasions when things go wrong. It is important that you tell us when this happens so that we can deal speedily with the problem you have raised. Feedback really does help us to improve the quality of our work.

You may complain under this procedure if you feel:

- The service you have received from WCVA has failed to meet our service standards
- You have not been treated in accordance with our policies and procedures
- You are unhappy with the behaviour of our staff

## STAGE 1

If you are unhappy about any of our services, we undertake to deal quickly and effectively with the matter. As a first step, we suggest that you contact the member of staff concerned to see if the problem can be resolved to your satisfaction. WCVA staff will do everything they can to put things right, including reviewing procedures to stop problems happening again. The contact will be acknowledged within 7 working days. The staff member will seek to resolve the matter within 28 working days during which a copy of the Complaints Procedure will be made available to you. If, at this point, the

matter has not been resolved to your satisfaction you can make a formal complaint in writing to the Chief Executive.

## **STAGE 2**

If you are not happy with the response provided under Stage 1, you can write to the Chief Executive, who will acknowledge receipt within 3 working days.

The Chief Executive will investigate the issues raised and let you have WCVA's response to the complaint within 10 working days.

## **STAGE 3**

If you do not feel that the Chief Executive's Stage 2 response is acceptable, you have the right to ask for your complaint to be referred to WCVA's complaints panel. The panel consists of three members of WCVA's board, one of whom will act as Chair of the panel. The Chief Executive may also refer complaints to the panel. You will be advised of the date of the panel meeting which will normally convene within 28 working days of the referral.

You will be notified of the panel's decision within 5 working days of its meeting. **The decision of the panel at stage 3 is final.**

## **COMPLAINTS ABOUT WCVA GRANT RECIPIENTS**

The Stage 3 complaints procedure set out above will not apply. Where complaints are made against WCVA grant recipients in relation to a specific service or activity funded by WCVA, complainants will be advised to raise the matter with the grant recipient, following the procedures set out in the grant recipient's complaints policy.

WCVA may request a copy of relevant correspondence from grant recipients in relation to complaints made, and reserves the right to take such action as it deems appropriate, this may include, for example:

- investigating the substance of the complaint
- alerting other funders to the nature of the complaint
- initiating close monitoring of the organisation
- In cases with very serious and potentially dangerous allegations (such as the abuse of vulnerable adults or serious financial irregularities), WCVA will undertake urgent investigation and/or refer the matter to

appropriate authorities such as the Police. Other action in these circumstances may include:

- immediate negotiation and transfer of service to another agency to manage in the short/medium term if appropriate
- withdrawal of WCVA funding

## **GRANT SCHEMES AND PROGRAMMES ADMINISTERED BY WCVA**

For all grant schemes, decisions about whether to recommend a grant, and the amount, rest with the relevant grants advisory panel.

However, applicants to any grant scheme have the right to make a complaint about the administration of the scheme, following the procedure set out above. Where WCVA is acting as an agent for another organisation to distribute grants, that organisation will be notified about the substance of the complaint and advised of the outcome.

The complaints panel will let the relevant WCVA grants advisory panel know the outcome of any complaint about the administration of that grant scheme. The grants advisory panel may be asked to review its procedures and standard of service, if appropriate. You will be told the outcome of the panel's decision within 5 working days

## **COMPLAINTS ABOUT THE WELSH LANGUAGE**

Complaints regarding Welsh language issues will be dealt with in the first instance by the Director of Strategy and Sector Development. The contact will be acknowledged within 7 working days, and the Director will seek to resolve the matter within 28 working days. If, at this point, the matter has not been resolved to your satisfaction you can make a formal complaint in writing to the Chief Executive and pursue our Stage 2, and if necessary, Stage 3.

If you are still dissatisfied with the outcome after the independent panel's review, you have the right to approach the Welsh Language Commissioner.

## **REVIEW**

**July 2018** (Review date: July 2020)

Cardiff (Head Office)  
Wales Council for Voluntary Action,

Baltic House, Mount Stuart Square,  
Cardiff, CF10 5FH

**Tel: 0300 111 0124**

**Email: [help@wcva.cymru](mailto:help@wcva.cymru)**

**[www.wcva.cymru](http://www.wcva.cymru)**

Registered charity 218093 | Company Limited by Guarantee 425299 |  
Registered in Wales