

TRANS-VOL

COMPLAINTS PROCEDURE

Updated 1st April 2024

If you have a complaint about our Charity - we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To use complaints constructively in the planning and improvement of all services.

What is a complaint?

It may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of our Charity, which is under the control of the Charity, its staff or volunteers.

How to complain

Trans-Vol would like to investigate any complaint as soon as possible.

Many complaints can be resolved informally. **In the first instance contact Trans-Vol or Childrens Transport at Thurrock Council.**

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

Phone Number: 01375 391444

Email: transvol1@outlook.com

What will we do on receiving your complaint?

- We will listen and record your complaint and investigate
- We will take action to resolve the problem and tell you what the action is.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for our Staff, Volunteers, and Trustees.

Confidential information in relation to your complaint will be handled sensitively.

We are unable to respond to anonymous complaints or matters for which the Charity is not directly responsible.

How long will it take to respond?

We endeavour to respond to all complaints within 10 working days.

Whenever possible, we will deal with it more quickly, if we think it will take longer- we will let you know.

If an in-depth investigation is required we aim to provide a response within 20 working days.

If our Passengers or Staff are not happy with the outcome they can make a further complaint to our Chair of Trustees Neil Woodbridge at Thurrock Lifestyle & Solutions. Or make a complaint to the Local Government Ombudsman.

Registered Charity No 1082389