

## COMPLAINTS PROCEDURE

Nacoa's Complaints Procedure operates across all aspects of our work. It applies to any informal matter for concern expressed verbally or formal complaint made in writing, to any member of staff, volunteer or trustee by anyone inside or outside the organisation.

Nacoa welcomes complaints from our callers, staff and volunteers when those services or circumstances have not met with their expectations or needs. We are always pleased to hear callers', staff and volunteers' views so that we can take steps to improve our services and governance.

## PROCEDURE FOR COMPLAINTS

### Informal Complaint

If you are dissatisfied with any aspect of Nacoa's services or governance, please speak to or email the member of staff or volunteer who will, if possible, deal with your concerns immediately. He or she will inform the Chief Executive of your complaint and the outcome will be recorded in the Complaints Register. Your complaint will be retained on file for two years from the date of complaint. If you remain dissatisfied, you are invited to make a formal complaint.

### Formal Complaint

If you are dissatisfied with any aspect of Nacoa's services or governance and wish to make a formal complaint, please write to the Chief Executive at PO Box 64, Bristol, BS16 2UH with details of your complaint. Or, you may wish to email [ceo@nacoa.org.uk](mailto:ceo@nacoa.org.uk). Your complaint will be acknowledged within 48 hours of the date of receipt, giving a date by which time you can expect a formal response based upon our detailed investigations.

A reply from the Chief Executive will be sent within 28 days of receipt of the formal complaint.

If you feel you have not had a satisfactory response from the Chief Executive, you are invited to write to the Chair of Trustees at PO Box 64, Bristol, BS16 2UH or email [chair@nacoa.org.uk](mailto:chair@nacoa.org.uk).

The Chair will investigate your complaint and, if appropriate, consult the Board of Trustees over any action to be taken. You should expect to receive a reply from the Chair within 28 days of the receipt of your letter.

If you feel you have not had a satisfactory response from the Chair or Board of Trustees, you are invited to write to the Chief Charity Commissioner, St Albans House, 57/60 Haymarket, London SW1 4QX, telephone 0207 210 4556, quoting our registration number 1009143.

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