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Enfield Voluntary Action (EVA), Community House, 311 Fore Street, Edmonton, N9 0PZ

## ENFIELD VOLUNTARY ACTION PROCEDURE FOR COMPLAINTS FROM USERS OF EVA'S SERVICES

If a user wishes to make a complaint about EVA's services, a member of staff or a trustee, they should be informed by the appropriate worker or Management Committee Member (Charity Trustee) that EVA has a Complaints Procedure and then provide them with a copy of the relevant documents if required.

As your continued goodwill is greatly valued by us we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use where informal communication has not resolved the problem.

*The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not have the Chair as the person leading the procedure.*

### THIS IS WHAT YOU SHOULD DO:

The complainant should be informed that they should make a complaint (in writing) by letter or e-mail, addressed to the EVA Chief Executive. If the complaint is about the Chief Executive, the complaint should be addressed to the Chair (marked 'confidential'). If it is not possible to submit the complaint in writing, the complainant can request that the complaint be recorded using EVA's Telephone Complaints Form (Appendix A).

### THIS IS WHAT EVA WILL DO:

Upon receipt of the complaint, the EVA Chief Executive (or Chair) will:

- Inform other members of staff and/or trustees as required who are implicated or referred to in the complaint
- Investigate the circumstances leading to the complaint

Company Limited By Guarantee (England and Wales). Registered Office as above.

Company Registration : 3755382.

Charity Registration : 1077857.



- communicate the results of the investigation to the complainant within a reasonable time - normally within 10 working days of the complaint being received.

If the complaint is found to be justified, the Chief Executive (or Chair) will agree any necessary further action with the complainant

If the complainant is not satisfied with the reply, they may then put their case in writing to an appeal panel comprised of members of EVA's Board of Trustees (Management Committee) which will include at least one Honorary Officer or the EVA Company Secretary. The appeal must be lodged within 20 days from the date of the original findings arising from the complaints procedure process.

The appeal will be dealt with within 20 days of receipt of the written request to appeal by the complainant.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Chief Executive (or Chair) will keep the Board of Trustees informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

**Reviewed: November 2016**