

New Mills & District Volunteer Centre
33/35 Union Road
New Mills
High Peak
SK22 3EL
Tel: 01663 744196
[Email: mail nmvc.org](mailto:mail@nmvc.org)

Complaints Procedure

Clients/Volunteers

Informal Complaints

If a comment is made about the service which indicates dissatisfaction, it will be dealt with by as an informal complaint, by the volunteers or staff involved. Formal Complaints

1. A formal complaint must be put in writing to the Centre Manager who will endeavour to resolve the matter.
2. If the Centre Manager cannot resolve the matter it will be referred to two officers of the Board of Trustees, who will also consider a written record of events from those involved.
3. Opportunity to complete the Complaints Procedure Record will be given to both parties.
4. The Officers will decide if the incident is serious enough for the complaint to be brought to a full meeting of the Board of Trustees or if it can be resolved without further exposure.

7 March 2005

Company No. 46G6277
Registered Charity No. 1097655

COMMUNITY Fund

LOTTERY FUNDED

New Mills & District Volunteer Centre

Complaints Procedure Record

1. Nature of complaint
2. Date of incident
3. State where this happened

4. Who was involved?

5. Are they clients, volunteers or staff?

6. Who is complaining? 7. About whom or what?

8. Was this a breach of confidentiality?

9. Date of formal complaint

10. Details of incident

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Supported by High Peak- &- Dales Primary Care Trust: Derbyshire County Council: High Peak Borough Council: New Mills Town Council & Local organisations

*Company No. 4666277
Registered Charity No. 1097655*

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