



Complaints Procedure

We always welcome feedback, whether positive or negative. Monitoring and analysis of users' views of our service is regularly undertaken and our policies and procedures are updated to reflect any agreed improvements.

NPVSL aims to settle any grievances fairly and quickly. We will try to resolve most complaints and grievances informally.

The grievance should be raised with the Centre Manager Sharon Crowther in the first instance. However, if that person is the subject of the grievance the grievance should be raised with the Chief Executive Stan Chapman.

A grievance can be made by telephone, in writing, by email or through the web site contact facility.

Any complaint received by any method to NPVSL will be dealt with in the following way:

A response will be sent within 5 working days and arrangements made for an initial grievance hearing within 5 days of the response.

Stage 1 Initial grievance hearing

An informal meeting between the aggrieved and the Centre Manager to discuss the grievance and see if a resolution can be agreed or if further information is required. The decision from the initial grievance hearing will be confirmed in writing.

If no agreement can be made at this time additional information will be sought and a second hearing arranged. This will normally be within 5 working days although an extension of this may be required to collect sufficient relevant information.

Stage 2 Second Grievance Hearing

A more formal meeting with the aggrieved and the Centre Manager and a third party not previously involved where additional information is established and discussed and a final decision made. The decision from the second grievance meeting will be confirmed in writing.

Appeals against grievance decisions

If the aggrieved is dissatisfied with the outcome of either of the hearings an appeal can be made to the Chief Executive Stan Chapman.

The aggrieved has the right to be accompanied by a colleague or representative at any meeting.

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