

## COMPLAINTS PROCEDURE

**If a service user has a complaint against a volunteer**, it should be raised initially with the volunteer concerned to try to resolve the difficulty informally.

**If this fails to resolve the difficulty**, the service user should put his or her concerns in writing to the SENDIASS Manager, having informed the volunteer that this will be happening.

The SENDIASS Manager will discuss the issue with both parties and respond to the complainant within 14 working days.

**If a volunteer has a complaint**, this should be raised initially with the person concerned in an effort to resolve the difficulty informally.

If this fails to resolve the issue, it should be raised, in writing, with the SENDIASS Manager, who will attempt to resolve the difficulty.

**If the complaint is about the SENDIASS Partnership Officer**, it should be raised initially with him/her in an attempt to resolve the difficulty informally.

If this fails to resolve the issue, the complainant should put their concerns in writing to the CBC SENDIASS Officer's line manager who will then in turn inform their line manager of the complaint.

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