

How do I complain?

You can complain if...

- We treated you unfairly
- We were not polite to you
- We kept you waiting for too long
- We did not turn up for a meeting
- We gave you the wrong information.

If you want your complaint recorded there are two ways you can do this:

- **Informally...**
where we use your comments to improve our services; and
- **Formally...**
where we will investigate your complaint and take action if needed.

Please ask for a copy of our leaflet, *How to Complain*, for more details.



What about my privacy?

You don't have to tell us who you are (unless you're making a formal complaint) but it helps if we can speak to you to find out more.

We promise to keep your details safe under the Data Protection Act and only staff members who need to use them will have them.

If you want to know more about the Data Protection Act please ask us for our leaflet, *The Data Protection Act*.



BVSC, 138 Digbeth, Birmingham B5 6DR
0121 643 4343 | 3Cs@bvsc.org



Birmingham Voluntary Service Council Ltd (BVSC) is a registered charity (no. 218795) and a company limited by guarantee (no. 421688).

We think we're pretty good at what we do but your comments will tell us what we're good at, what we're not good at and what we could do better. This leaflet asks you...

How did we do?

Tell us what you think...

You have three options to choose from:

- Fill in this form and drop it in our comments box in BVSC's reception
- Email us at 3cs@bvsc.org
- Write to us at:
Complements, Comments and Complaints,
BVSC, The Centre for Voluntary Action,
138 Digbeth, Birmingham B5 6DR

Name:

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Tel:

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Email:

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Date:

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Comments:

May we use your comment in our promotional materials and website? We won't use your personal details.

Yes No

When things go well...

If you think we did something well, for example one of our team was particularly helpful, we'd love to hear from you.

We'd also like to know if we're not doing something we should be doing or if there's something you think we could do better.

We can't do the impossible (although we try!) and we may not be able to do everything you want, but we promise to do our best and if we can't do something we'll tell you why.

When things go wrong...

Even the best laid plans can go wrong so if you feel you've had a bad service we promise to do our best to solve the problem and make sure it doesn't happen again.

Sometimes it's easier to speak to the person you dealt with, who will be more than happy to put things right, but if you'd rather speak to someone else at BVSC we can arrange that for you.

