

**If you are unhappy about an element of the service you have received from Voluntary Norfolk and wish to make a complaint to us:**

Complete a **Compliments and Complaints Form** or write to us at Voluntary Norfolk, Units 4-6, 83-87 Pottergate, Norwich, NR2 1DZ and explain the issue.

We will acknowledge your complaint within five working days and give you the name of the person who will be investigating your complaint.

We will aim to investigate and provide a written explanation of the outcome of the investigation within a further 10 working days. If we are unable to respond within this time, we will let you know.

If you are not happy with our response, you may write to the Complaints Manager to request a review within 28 days of receiving our response. This review will normally be carried out by a member of the Leadership Team.

We will acknowledge your request within five working days and give you the name of the person who will be reviewing your complaint. We will aim to provide a written response within 20 working days - if we are unable to respond within this time, we will let you know.

If you are not happy with our response you may request a review by the Chief Executive. Your request should be made within 10 days of receipt of our written response above.

We will acknowledge your request within five working days and advise when you can expect to receive a definitive reply.

At any stage you can complain to the Charity Commission. Information about the kind of complaints the Commission can involve itself in can be found on their website at: [www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx)

**Voluntary Norfolk's Compliments and Complaints Policy and associated Procedure are available on request by emailing [feedback@voluntarynorfolk.org.uk](mailto:feedback@voluntarynorfolk.org.uk)**