

## Complaints procedure

### Our Commitment.

We aim to ensure that complaints are never necessary. However in the event that you do wish to make a complaint we will ensure that:-

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

### What is a complaint?

A complaint is when you tell us you are not happy about the services we provide.

- It can be about anything and could include
- When you feel that we have provided the wrong information
- When you feel you receive a poor quality service
- When you have a problem with a member of staff

### How to make a complaint

If you wish to make a complaint you can contact us in any of the ways listed below.

**By email** at [webmaster@torfaenvoluntaryalliance.org.uk](mailto:webmaster@torfaenvoluntaryalliance.org.uk)

**In writing** to our Operations Manager

**By phone** to our main reception on 01495 756646

**By fax** to 01495 740097

**In person** at our office.

Your complaint will be fully investigated and a response issued within 10 working days.

If you are unhappy with the response you can contact the Head of Service and Strategy

Peter M Kennedy  
Head of Service and Strategy  
Torfaen Voluntary Alliance  
Portland Buildings  
Commercial Street  
Pontypool  
Torfaen  
NP4 6JS

## **If you are still unhappy**

If you are still unhappy with our response we will arrange further investigations by an independent body.

## **Comments**

We welcome any other comments on our service to customers.

Please contact us in any of the ways mentioned above.

Portland Buildings, Commercial Street, Pontypool, Torfaen. NP4 6JS

Tel: 01495 756646 Fax: 01495 740097

[www.torfaenvoluntaryalliance.org.uk](http://www.torfaenvoluntaryalliance.org.uk)

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