

## Veterans Community Network COMPLAINTS POLICY

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| <b>Version 1</b>        | <b>Date:</b> January 2020 |
| Complaints Lead         | John Hackett              |
| Policy written by       | Dr Gillian Le Page        |
| Ratified by             | VCN Stake Holder Group    |
| Next Annual Review Date | January 2023              |

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| <b>Version 2</b>        | <b>Date:</b> July 2022 |
| Complaints Lead         | Dr Gillian Le Page     |
| Policy updated by       | Dr Gillian Le Page     |
| Ratified by             | BOT                    |
| Next Annual Review Date | July 2024              |

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| <b>Version 3</b>        | <b>Date:</b> September 2023       |
| Complaints Lead         | Dr Gill Le Page                   |
| Policy updated by       | Dr Gillian Le Page/Emilie Le Page |
| Ratified by             | October 2023 BOT meeting          |
| Next Annual Review Date | By September 2025                 |

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| <b>Version 4</b>        | <b>Date:</b> September 2024       |
| Complaints Lead         | Dr Gill Le Page                   |
| Policy updated by       | Dr Gillian Le Page/Emilie Le Page |
| Ratified by             | BOT                               |
| Next Annual Review Date | By September 2026                 |

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| <b>Version 5</b>        | <b>Date:</b> August 2025          |
| Complaints Lead         | Dr Gill Le Page                   |
| Policy updated by       | Dr Gillian Le Page/Emilie Le Page |
| Ratified by             | October 2023 BOT meeting          |
| Next Annual Review Date | By August 2027                    |

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| <b>Version 6</b>        | <b>Date:</b> September 26 |
| Complaints Lead         | Tom Crossman-Kellie       |
| Deputy Complaints Lead  | Andy Collacot             |
| Operational Lead        | Dr Gill Le Page           |
| Policy updated by       | Dr Gillian Le Page        |
| Ratified by             | BOT                       |
| Next Annual Review Date | By September 28           |

## Contents

|                                  |   |
|----------------------------------|---|
| Compliments and Complaints ..... | 2 |
| The VCN Complaints Process ..... | 3 |
| Stage 1 .....                    | 3 |
| Stage 2 .....                    | 4 |
| Stage 3 .....                    | 4 |

## Compliments and Complaints

Veteran Community Network (VCN) aims to provide its members and service users with the best possible service. We are committed to continually improving our services through your feedback whether this is a compliment or complaint.

Compliments let us know we are doing things right; complaints mean that we may need to learn lessons and change our current practice.

So, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

All service users/beneficiaries will be made aware of VCN's Compliments & Complaints Policy via our website and our Consent Form.

Your continued goodwill is greatly valued by us, and we would expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance we would encourage you to raise any feedback you may have about the service you have received directly with the member of staff concerned or with the Service Director. Many issues can be addressed and resolved at this more informal stage.

If you do not feel the matter has been resolved at this informal stage, then you can make a formal complaint. The more formal procedure outlined below is intended for use by members and other users of our services, where informal communication has not resolved the problem.

Complaints should be made within 12 months of the date of the event that you're complaining about or as soon as the matter first came to your attention.

## The VCN Complaints Process

### Stage 1

In the first instance of a complaint, this should be made either in person or by telephone, letter or email to the Service Director who will acknowledge the complaint in writing within five working days

The details of our Service Director are as follows:

Dr Gill Le Page  
Union House  
111 New Union Street  
Coventry.  
CV1 2NT  
Email: [gill@vcn.org.uk](mailto:gill@vcn.org.uk)

Please provide as much detail as you can about what has happened, when did this happen, who was involved and what resolution are you looking for as an outcome to your complaint.

The Service Director will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Service Director will agree any necessary further action with the complainant.

The Service Director will keep the Trustee Board informed of the number and nature of complaints and outcomes. They will report to the Board about Complaints at each Trustee meeting.

In the instances that the complaint is about the Service Director, then the complaint must be directed to the Trustee Safeguarding Lead, Andy Collacot at

Union House,  
111 New union Street  
Coventry.  
CV1 2NT  
Email: [safeguarding@vcn.org.uk](mailto:safeguarding@vcn.org.uk)

The Safeguarding Lead will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received.

If the complaint is found to be justified, the Safeguarding Lead will agree any necessary further action with the complainant.

### Stage 2

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to the Chair of Trustees.

Contact details:

Tom Crossman-Kellie  
Union House,  
111 New union Street  
Coventry.  
CV1 2NT  
Email: [tom@vcn.org.uk](mailto:tom@vcn.org.uk)

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant.

### Stage 3

If the appeal is not upheld, and the complaint is not satisfied with the outcome then they can contact the Charities Commission to take the matter further.

VCN's registered Charity Number is: 1191970.