

Veterans Community Network COMPLAINTS POLICY

Version 1	Date: 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

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

Version 3	Date: 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

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

Version 5	Date: August 2025
Complaints Lead	Dr Gill Le Page
Policy updated by	Dr Gillian Le Page/Emilie Le Page
Ratified by	BOT
Next Annual Review Date	By August 2027

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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 Compliments/Complaints Process:

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

The details of our Service Director are as follows:

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Dr Gill Le Page
Address: Union House
111 New Union Street
Coventry
CV1 2NT
Email: gill@vcn.org.uk
Telephone: 07902632949

For a complaint, 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 the 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 complaint must be directed to the Chair of Trustees, Pat Haslam.

Pat Haslam
Address: Union House
111 New Union Street
Coventry
CV1 2NT
Email: pat@vcn.org.uk

The Chair of Trustees 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 Chair of Trustees will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustee Board members who have not been involved in the investigation and are not connected to the Service Director.

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

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It 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.