

What is a Complaint?

A complaint is any dissatisfaction you may have about a decision or work of the Society of St Vincent de Paul

For Example:-

- If we do not deliver a service on time
- If we give you incorrect, or not enough, information
- If you receive a poor quality service or believe that your case has not been given our full consideration
- If you have a complaint about a volunteer or member of staff

Do you have a Complaint?

Are you unhappy with one of the Society of St Vincent de Paul's services?

We want to provide good quality services for everyone, but, things can sometimes go wrong. If they do, we need to know so we can put them right and learn from them. We realise that problems can occur and we see your complaint as an opportunity to improve our services.

I have a complaint—what should I do?

The Society of St Vincent de Paul wants to sort out complaints quickly and if possible locally. If you have a complaint which cannot be resolved locally, please e-mail or write to the SVP Regional Administrator at SVP Regional Office (address below) . Your complaint will be responded to fully, in writing, within 20 working days.

SVP Regional Office
196-200 Antrim Road
Belfast
BT15 2AJ

Phone: 02890- 351561
Fax: 02890-740522
Email: info@svpni.co.uk

What should I do if I am still not happy?

We are committed to doing our best to resolve any complaint you may have. If, having received our reply you do not feel the response to your complaint is acceptable, you have the right to ask for your complaint to be referred to a complaints panel.

Society of St Vincent de Paul

Complaints Procedure



www.svp-ni.org



St Vincent de Paul Northern Ireland
www.svp-ni.org

How to Complain

• Talk

If you are not satisfied with a service provided by the Society of St Vincent de Paul tell the person you are dealing with (Society volunteer or paid staff member) that you are not satisfied. If you can't agree—or find it hard to approach the person ask to speak to their manager or conference president.

• Write to

If it is not possible to speak to a manager or to anyone in the local conference, it is important to make your complaint as soon as possible in writing or e-mail to SVP Regional Administrator at SVP Regional Office.

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Time Limits

The time limits for making a complaint are:-

- Within 6 months of the event, or
- Within 6 months of becoming aware that you have cause for complaint provided it is not more than 12 months after the event

These time limits may be extended if there are good reasons why you did not complain sooner.

• What happens next?

Your complaint will be:-

- Acknowledged within 2 working days
- Investigated thoroughly
- Treated confidentially
- Responded to fully, in writing within 20 working days

If your complaint is complicated it may take longer to investigate. If there is likely to be any delay, we will let you know the reason for this and when you may expect to receive a detailed reply.

At any stage a meeting can be arranged to discuss your complaint. You may be accompanied by a relative or friend.



COMPLAINTS PANEL

If you are not happy with the response to your complaint, you may choose to have your complaint referred to a complaints panel.

The complaints panel will normally only deal with your complaint after you have exhausted the previous stages set out in the complaints procedure. The complaints panel will consist of the SVP Regional President or a designated person in his/her absence and two nominated members of the SVP NI Regional Board. You will be advised of the date the panel meets and you may attend the meeting to make representation. You may also bring someone with you, if you wish, for personal support.

You will be notified of the panel's decision within five working days of its meeting. This will be the final stage in the complaints procedure and the panel's decision will be final.

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