

Please use this space to offer any compliments, comments or complaints about the service provided to you by VAB, then forward it to The Chief Executive, Voluntary Action Barnsley, 35 Queens Road, Barnsley S71 1 AN. This form is also available electronically or in large print upon request.

Please tick the box if you are happy for us to use your comments and name in our marketing and publicity materials.

What comment would you like to make?



Customer Compliments, Complaints and Comments

How and where would you like us to respond to you?



Registered Charity no. 515268
Company Limited by Guarantee: 1819712

Promoting equality and new opportunities through increasingly effective voluntary action!

35 Queens Road, Barnsley
Tel: 01226 242726
Fax: 01226 206580
E.mail: info@vabarnsley.org.uk
Web: www.vabarnsley.org.uk

Thank you for taking the time to give us this feedback, all your comments are appreciated.



INVESTORS IN PEOPLE



Our Customer Charter

As a customer of Voluntary Action Barnsley *you* will...

...be dealt with promptly.

The reception service at Voluntary Action Barnsley will respond to your initial enquiry within two working days or within the deadline agreed with you.

...always know if there will be a charge for the service you require.

Once we have identified what service you need, we will be clear if there is a charge for that service so that you can make an informed decision.

...receive a service that is impartial, objective and confidential.

We will treat your enquiry in confidence and only disclose your details to anyone outside of Voluntary Action Barnsley with your knowledge.

...receive a service that is based on the most accurate and relevant information sources.

We are committed to the continuous professional development of our staff, and to ensuring that we use and access the latest up to date information and resources to deliver an excellent service.

...be encouraged to feedback your views on the service you have received to help us evaluate and improve the quality of our services. As part of this you will have access to Voluntary Action Barnsley's Complaints Procedure.

We will use the feedback you give us to continually improve the quality of our services to better meet the needs of local voluntary and community organisations.

As an organisation we will...

...be friendly, approachable and professional.

...act in the best interests of the customer at all times.

...have due regard for and promote equal opportunities and fair practice.

Our Customer Compliments, Complaints and Comments procedure

VAB welcomes feedback on its services from customers and service users at any point. Comments received will be analysed and used to celebrate good practice or identify areas for improvement within the organisation.

If you wish to offer a compliment, complaint or comment about the service you have received, please contact our main office for a copy of our full Compliments, Complaints and Comments procedure or send your comments on the back of this leaflet to:

The Chief Executive, Voluntary Action Barnsley,
35 Queens Road, Barnsley S71 1AN

We understand that you may wish to do this anonymously and would ask you to provide your contact details only in the following circumstances:

- You are happy to include your details anyway
- You are making a comment or compliment to which you require a response.
- You are making a formal complaint against the organisation or an individual (anonymous complaints will not be considered)
- You are happy for us to use your comments in marketing and promotional materials and acknowledge its source.



Thank you for your feedback!