

Feedback & Complaints

In order to maintain a high quality of service, COVEY (Community Volunteers Enabling You) is committed to dealing with any complaints from service users, volunteers, referring agencies or members of the public in a prompt, fair and thorough manner.

In order to ensure this, the policy for dealing with complaints is as follows:

1. COVEY'S policy and procedure for dealing with complaints will be made available to volunteers, referring agencies, young people and their carers and families.
2. All involved with COVEY will be informed that there is a complaints procedure at induction.
3. Those making a complaint will have the choice to submit their complaint verbally or in writing. If they choose to complain verbally, the Project Leader or Befriending Leader will undertake to investigate the nature of the complaint. A response will be given within 7 working days to the person making the complaint, indicating what action is to be taken. If the individual is not satisfied with the outcome, they retain the option of submitting a written complaint.
4. The Project Leader or Befriending Leader will acknowledge written complaints within 3 working days. The Project Leader or Befriending Leader and a member of the Board of Directors will investigate the complaint. They will respond to the person making the complaint, outlining their findings and the action proposed, within 14 working days.
5. If the person making the complaint is dissatisfied with the outcome of this they have the option of submitting their complaint, in writing or verbally to the Board of Directors who will then outline what action is to be taken in writing.
6. In the event of the Project Leader being the subject of the complaint, two members of the Board of Directors will investigate and formally respond to the complaint.
7. All complaints will be reported to the Board of Directors at their six-weekly meetings.
8. All complaints will be reported by the Project or Befriending Leader to the current Social Work Link Worker for information.

If you have a complaint or any feedback to give, you can email: office@coveybefriending.org.uk or write to: COVEY Befriending, Regent House, 9 High Patrick Street, Hamilton, ML3 7JA – alternatively please call us on 01698 894013