

How to contact us

To find out more about how we can help, give us a call, or drop in for a chat.

Our offices are open to the public between Monday and Friday from 9.30am until 3.00pm and at other times by appointment. You can contact us by telephone, email or post and visit our website for further information and a map of how to find us.

Voluntary and Community Action
Bossard House
West Street
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Bedfordshire LU7 1DA



Telephone: 01525 850559

Email: mail@action-centralbeds.org.uk

Website: www.action-centralbeds.org.uk

Registered Name Voluntary and Community Action South Bedfordshire
Registered Charity No. 1108879 · Company limited by guarantee
Registered in England No. 5386570 · Registered Office

Member of the National Association for Voluntary and Community Action
Member of Volunteering England and licensed Volunteer Centre

Voluntary and Community Action

Feedback Welcome

Compliments, Comments and Complaints

Voluntary and Community Action provides a range of services that seek to increase the quality, quantity, contribution and accessibility of voluntary and community action throughout Bedfordshire.

It is our intention to provide the best possible service. To help us achieve this we welcome feedback on your experience of using our services, be it critical or complimentary, to help us improve.



Voluntary and Community Action

Voluntary and Community Action recognises that from time to time there may be occasions when you feel that the quality or level of service provided falls short of what you could reasonably expect.

We would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance you (or your representative) should provide feedback or raise any complaint informally by speaking or writing to the member of staff concerned. If the matter is not resolved through informal communication you may use the formal procedure set out on the following page.

All complaints will be taken seriously, handled sensitively, investigated promptly and thoroughly, and used to improve our services.

Compliments, Comments and Complaints

Voluntary and Community Action welcomes feedback from its service users; including:

Compliments on aspects of our service or the behaviour of our staff and volunteers that has been found to be particularly helpful, useful or exceptional.

Comments, observations or concerns about some aspect of our service or the behaviour of our staff and volunteers that should be recorded but is neither a compliment nor a complaint.

Complaints about some aspect of our service or the behaviour of our staff and volunteers that has fallen so short of your expectations that you feel action should be taken to correct some damage you have suffered or to protect future service users from the same problem.

Formal Complaints Procedure

This is what you should do:

A complaint should be made either in person, or by telephone, fax, letter or email to the Director who will acknowledge, in writing within five working days, the receipt of any complaint. Please give a description of the service you are complaining about: dates of events relevant to the complaint; name(s) of any staff members; and details of any damage suffered by you or your organisation.

If the complaint is about the Director, the complaint should be addressed to the Chairperson (marked *Private and Confidential*). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

This is what Voluntary and Community Action will do:

The Director (or Chairperson) will investigate the circumstances leading to the complaint and 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 Director (or Chairperson) will seek to agree any necessary further action with the complainant. Where appropriate, Voluntary and Community Action will make a written apology to a 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 three Trustees. If the appeal is found to be justified, the appeal panel will seek to agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.