

Bradford on Avon & District LINK scheme



COMPLAINTS PROCEDURE (What a client should do if he/she has a complaint)

LINK schemes provide a volunteer service to those in need in their communities. The LINK management committee, co-ordinators and drivers aim to provide a quality service at all times. If at any time you are not satisfied with our service, please use the following guidelines to make your complaint.

In the first instance, please speak to the duty LINK co-ordinator on 07957 367124 to raise the issue. The co-ordinator will record the complaint and will then pass the details to the Chairperson. The initial complaint may be made directly to the Chairperson if you prefer – please ask the duty co-ordinator for the Chairperson’s contact details.

The Chairperson will speak to the appropriate volunteer (driver or co-ordinator) and take their views into account before advising the LINK Management Committee that a complaint has been made. The Committee will then agree who will take the lead in attempting to resolve the issue.

This person (these people) will then contact you to discuss your complaint and may meet you in person if you so desire.

If, following these discussions, the issue has been resolved to your satisfaction you will receive a written record of the original complaint and the outcome, unless you indicate that you do not require this.

Your complaint will normally be dealt with within 7 working days, unless circumstances dictate otherwise.

APPEAL PROCEDURE

If you do not accept that the complaint has been resolved, you may wish to contact Wiltshire Community First on 01380 722475 for advice on how to proceed.

Ron Palmer

Chair, Bradford on Avon LINK