Complaints Procedure

Feedback from clients is very important to ensure our service is continuing to meet the client's needs and to ensure we continue to operate a service of a high standard. All complaints and feedback are supported by North Herts & Stevenage Community Transport Service.

Any complaints should initially be raised via the Community Transport Service team.

Clients have the right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with promptly. Clients can still continue to access the service whilst a complaint is being investigated and will not be made to feel uncomfortable about doing so.

All official complaints should be recorded on a Complaints Record Form by the Community Transport team and passed to the Community Transport Manager to be reviewed and investigated.

Any person/s affected by the complaint will be kept fully informed of all the facts and given the opportunity to put forward their case.

If the client is not satisfied with the outcome, or not happy to discuss the issue with the Volunteer Driver or Coordinator, they should contact the Manager on 01462 689402, jonbrown@nhcvs.org.uk or in writing at NH&S CVS, 2 Walsworth Road, Hitchin, Herts SG4 9SP

If the issue is still not satisfactorily resolved, the Manager should raise the issue with the NH&S CVS CEO, who will investigate and seek to resolve the complaint to the satisfaction of the client.

If the issue still remains unresolved at this point, the client can complain to the Chair of the Board of Trustees, via the office address.

The client will be informed of the outcome of their complaint.