

## **Complaints Process**

### **Stage 1**

Your complaint should be made to [info@icva.org.uk](mailto:info@icva.org.uk) where an officer will respond to your complaint. ICVA will respond to Stage 1 complaints within 10 working days.

### **Stage 2**

If you are dissatisfied with the response to your complaint in stage one, you can escalate it to stage two.

Escalation of complaints will be dealt with by a board member, unrelated to the complaint, with oversight from the Chair. Please send the escalation of the complaint email to [info@icva.org.uk](mailto:info@icva.org.uk). Once the complaint has been allocated to the correct person in line with our policy you will be given a direct contact email address. ICVA will respond formally to Stage 2 complaints within 20 working days.

All responses from the director and Chair will be final and exhaust all routes of complaint.

### **Making a complaint**

In order to assist us in handling your complaint quickly and efficiently it is important you provide us with as much information as possible. Therefore, when submitting your complaint please include:

- Your name, address and contact details
- What happened
- Where it happened
- Who was involved
- Who you are complaining about
- What was said or done
- Whether there were any witnesses and how they can be contacted
- What outcome you are hoping for

This policy will be reviewed in 2024.