**INTRODUCTION**

The following policy explains the process for those who want to complain about the management and administration of a grant that is processed through Torfaen Voluntary Alliance.

If you would like to make a complaint about your contact with our staff, a grant application that you have made or a grant that we have awarded, you should use the following guidance.

Making a complaint will have no bearing on the level of service you receive from us. So, if your complaint is about a grant application, this will not affect your chances of getting a grant from us in the future.

We will keep all complaints confidential. If you make a complaint, we will treat you with respect, and we expect you to treat our staff in the same way. If possible, we will try to put things right. We hope that we can settle complaints as quickly as possible in this way.

**WHAT CAN I COMPLAIN ABOUT?**

**You can complain if you believe that:**

* maladministration has taken place. For example, if we have delayed, made mistakes in, or failed to follow the procedures in our application process
* we have failed to give you access to information or have given you incorrect advice or information
* we have not treated you politely
* we have discriminated against you or not treated you fairly.

**If your complaint is concerning a grant application, we can only review the application again if:**

* we discover that we did not follow the published procedures for assessing your application
* you can show that we have misunderstood a significant part of your application
* you can show that we did not take notice of relevant information.

**What you cannot complain about:**

**A rejected application:** You may be disappointed if we turn down your application, but you cannot use the complaints procedure to appeal against our decision on giving a grant if we have followed our decision making process correctly.

**HOW DO I MAKE A COMPLAINT?**

When making your complaint you should set out the facts as clearly as possible, in a logical order. Remember to include important details and dates where possible.

We have set out a three stage complaints procedure which is listed below:

1. **Stage One:**

At this stage, your complaint will be reviewed by the funding panel. Please email your complaint to: info@tvawales.org.uk or write to TVA – Funding Panel, Portland Buildings, Commercial Street, Pontypool, Torfaen NP4 6JS.

The Panel will aim to acknowledge receipt of your complaint, within three working days of receiving it, either via email, post, or phone. With a response to your complaint within 10 working days. If the panel cannot give a full response in this time, you will be contacted and an explanation as to why and when you are likely to receive a response.

1. **Stage Two:**

If you are not satisfied with the response you have received, you can take this further by writing or emailing to the Senior Management Team.

When contacting the Senior Management Team, please state:

* details of the complaint and your understanding of the outcome from stage one
* what happened / when it happened
* who dealt with you
* what you would like us to do to put things right.

Please write your response and send it to: Senior Management Team, Torfaen Voluntary Alliance, Portland Buildings, Commercial Street, Pontypool, Torfaen NP4 6JS Or by email: anne@tvawales.org.uk / aimi@tvawales.org.uk

1. **Stage Three:**

If you are still not content with the outcome from your stage two complaint, you have the opportunity to respond and request that your complaint be escalated to stage three. TVA will make arrangements for the complaint to be assessed and investigated further by a panel to be made up of TVA Board Trustees and an Independent Person/Organisation.