



Complaints

A complaint is “an expression of dissatisfaction requiring a response”.

Leighton Buzzard Voluntary Patient Transport (LBVPT) scheme is committed to ensuring that the service given to clients is of high quality, accessible and responsive. LBVPT expects all its officers and volunteers to maintain the highest standards whilst undertaking LBVPT work and volunteers are expected to adhere to all the appropriate guidelines and procedures. In return, officers and volunteers are entitled to be treated with respect by fellow officers and volunteers, clients and members of the public. Violence, abuse, dishonesty, disrespect or discrimination will not be tolerated from any person(s) towards any of LBVPT officers, volunteers or clients, or members of the public.

All complaints, whether written or oral, will be dealt with promptly and sensitively to ensure that the complainant is satisfied that their concerns have been addressed. Complaints should be made to a member of the LBVPT Management Committee (the Committee). The details of the complaint should be transposed onto an Incident Report Form and sent to the Committee Chair with any supporting letter.

Any complaint will be fully investigated by the Committee and the person against whom the complaint is made will be given the opportunity to give their response. Professional advice will be sought from outside agencies, such as Social Services, where deemed appropriate. The Committee hope that most complaints can be dealt with within 2 weeks but where this cannot be done, a response will be made as soon as possible thereafter.

The Committee will decide what the appropriate action to be taken, if any, is required. This may include a reprimand, dismissal or re-training of a volunteer or officer, or withdrawal of services to a client.