

# **Midhurst Green Volunteers**



We hope that you will enjoy your experience as a volunteer with MGV but if there are any issues which you wish to raise with the committee please follow the procedure detailed below.

## **Complaints Procedure**

To help you deal with your complaint as quickly and thoroughly as possible we need as much detail as you can give us about the problem you have experienced. Remember to include any reference numbers on letters you may have received from us. If you are not sure how to complete this form, a member of the committee will be pleased to help you.

**PLEASE USE BLOCK CAPITALS**

**Your Name:**

**Your Address:**

**Your Telephone Number:**

**Your Email Address:**

**What went wrong? *(please give us much detail as possible)***

**What do you think we could do to put things right?**

**Signed:**

**Dated:**

You will receive an acknowledgement telling you who is dealing with your complaint. Within 28 days of the date of acknowledgement the Chairman will send you, in writing, either a full report, or a progress report if more details are required.

**FOR OFFICIAL USE**

**Date Received:**

**Reference No:**

**DATA PROTECTION**

The information contained in this form will be used by Midhurst Green Volunteers for the purposes indicated and will be further used or transferred to other organisations or individuals, only as the law permits.

**Signed .....** Chairman

**Dated:.....**

**Date of Review:.....**