Stirlingshire Voluntary Enterprise Ltd

Complaints Procedure

Should you wish to make a complaint to Stirlingshire Voluntary Enterprise Ltd (SVE) the procedure is as follows

* Email Natalie Masterson, Chief Officer, at natalie@sventerprise.org.uk
* You will receive an acknowledgement in 5 working days
* Full response or meeting within 15 working days

 If you are not satisfied after following the above procedure, or if the complaint is directly related to Natalie Masterson then

* Email SVE’s Chair directly on Chair@sventerprise.org.uk
* The response time is as above