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](mailto: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](mailto:Chair@sventerprise.org.uk)
* The response time is as above