

## **Complaints Policy and Procedure**

Complaints should be in writing and sent to: [info@engagerenfrewshire.com](mailto:info@engagerenfrewshire.com)

### **Aims**

The Organisation aims to provide the best possible service, but if we should, in your opinion, fall short of the high standards we set, there is a redress procedure which you can use.

### **Stage One**

In the first instance the complaint should be dealt with by the manager responsible for the issue/ service being complained about. They may be able to resolve it swiftly and should do so if possible and appropriate.

Complaints received about Trustees should be referred to the Chair of the Board. If the complaint relates to a member of staff/volunteer/Trustee/Committee member, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within four weeks.

If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### **Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Senior Management/Chief Executive level.

At this stage, the complaint will be passed to the Chief Executive's Office. The Chief Executive's Office will log the complaint and response to Stage 2.

The request for review should be acknowledged within a week of receiving it.

The acknowledgement should say who will deal with the case and when the complainant can expect a reply. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### **Stage Three**

If the complainant still feels that they have not received a satisfactory response from Stage 2 then the matter may be referred for consideration by the Board.

The complainant and any persons/ staff involved in the case should be kept informed. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

### **Complaints to the Office of the Scottish Charity Regulator (OSCR)**

The complainant can complain to OSCR at any stage:

Quadrant House, 9 Riverside Dr, Dundee, Dundee City DD1 4NY

01382 220446

Opening hours: 8:30am to 4:30pm Monday to Thursday, 8:30am to 4pm Friday

[info@oscr.org.uk](mailto:info@oscr.org.uk)

<http://www.oscr.org.uk/contact-oscr/charity-complaint-form>

### **Variation of the Complaints Procedure**

The Board may vary the procedure for good reason such as to avoid a conflict of interest. If this occurs all parties involved will be informed of the changes and the rationale. Monitoring and learning from complaints.

Complaints reaching Stage 2 and above are logged by the Chief Executive's Office. These records are reviewed to identify any trends in relation to frequency and resolution of complaints and to enable the Organisation to learn from and enhance its services as necessary.