



Scottish Charity Number SC049113

Complaints Procedure Policy

1. Purpose of the Procedure

- 1.1 The purpose of the complaints procedure is to ensure that:
 - (a) Any person has an easy accessible, straightforward means of making formal representations to the CHARTS charity in its capacity as a Scottish Charitable Incorporated Organisation (SCIO), which offers prompt action and speedy resolution of complaints;
 - (b) Members, staff and participants in CHARTS projects and events are confident complaints will be dealt with effectively and fairly, even if the outcome is not to his/her complete satisfaction;
 - (c) CHARTS uses complaints positively and takes subsequent action to maintain and improve service quality and responsiveness;
 - (d) CHARTS demonstrates that it does care and considers the procedure as an important aspect of service delivery.

2. Definition

- 2.1 An informal complaint is an initial approach by anyone to CHARTS outlining dissatisfaction with some aspect of the SCIO service or actions. Such approaches are likely to be made in person or by telephone and sometimes in writing.
- 2.2 A formal complaint is an expression of dissatisfaction with the action or lack of action taken by the Charity, on a matter which has been previously raised by the customer and where he/she remains dissatisfied with the response received.

3. Categories of Complaint

- 3.1 The following are categories of complaint, which indicate in general terms the range of complaints that fall within the procedure.
 - (a) Dissatisfaction with the way CHARTS policies are being carried out.
 - (b) Complaints regarding staff/Trustee attitudes and actions of individual staff/Trustees in dealing with Trust matters.

4. Initial Stages

- 4.1 Staff who manage services will deal with initial approaches by people with complaints and attempt to resolve their concerns. Such approaches are likely to be made in person or by telephone, and, less frequently, in writing.
- 4.2 Trustees should make any complaint in the first instance to the Secretary of the Board.
- 4.3 It would be understood that often such an approach is not a complaint but a request for action, information or reporting a problem. When identified as such, it will be actioned by staff/Secretary in the normal way, and referred to the CHARTS Board for any further action to be taken.
- 4.4 CHARTS will aim to take all such action to satisfy the complainant. Emphasis will be on resolving the complaint whenever possible.

5. Formal Complaint

- 5.1 This stage will come into operation when the complainant clearly indicates that he/she remains dissatisfied with the Charity's previous response on an issue which falls within the remit of the procedure.
- 5.2 Written details of the complaint will be accepted as a formal complaint provided that the matter has first been raised at staff / board level, but has not been resolved to the satisfaction of the complainant.
- 5.3 All formal complaints must be addressed to the CHARTS Secretary, David Price at david.price@chartsargyllandisles.org, who will acknowledge receipt of the complaint within 3 working days. A full reply to the complaint will be provided within 15 working days, failing which a further letter will be sent explaining the delay and indicating when it was anticipated a reply would be available.

6. Further Stages

- 6.1 It is hoped that the vast majority of complaints would be resolved in these two stages. However, for any which remain unresolved, a further stage is available. If the complainant was still not satisfied, he/she can request that his/her complaint is put before the Board of Trustees.
- 6.2 In certain circumstances, if all else fails, it may be appropriate to complain to the Office of the Scottish Charities Regulator (OSCR). More details can be found on OSCR's website, www.oscr.org.uk.

7. Report to Trustees

- 7.1 A report will be presented to Trustees annually by senior staff, listing the number of complaints and the action taken to resolve them.