



Shetland Charitable Trust

Scottish Charity Number SC027025

Complaints Procedure

1. Purpose of the Procedure

1.1 The purpose of the complaints procedure is to ensure that:

- (a) the customer has an easy accessible, straightforward means of making formal representations to the Trust, which offer prompt action and speedy resolution of complaints;
- (b) the customer is confident that his/her complaint is being dealt with effectively and fairly, even if the outcome is not to his/her complete satisfaction;
- (c) the Trust uses complaints positively and takes subsequent action to maintain and improve service quality and responsiveness;
- (d) the Trust 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 a customer to the Trust outlining dissatisfaction with some aspect of the Trust's 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 Trust, 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 Trust policies are being carried out.
- (b) Complaints regarding employee/Trustee attitudes and actions of individual employees/Trustees in dealing with Trust matters.

4. Initial Stages

- 4.1 Officers who provide services to customers will deal with initial approaches by customers 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 Often such an approach is not a complaint but a request for action, information or reporting a problem. When identified as such, it should be actioned by staff in the normal way, or referred to the relevant officer for action to be taken.
- 4.3 It may well be possible to provide information or arrange action which will satisfy the customer. At this stage, the emphasis should be on resolving the complaint whenever possible.

5. Formal Complaint

- 5.1 This stage will come into operation when the customer clearly indicates that he/she remains dissatisfied with the Trust's previous response on an issue which falls within the remit of the procedure. Written details of the complaint will be accepted as a formal complaint provided that the matter has first been raised at officer level, but has not been resolved to the satisfaction of the complainant.
- 5.2 All formal complaints will be addressed to the General Manager, who will acknowledge receipt of the complaint within 3 working days. A full reply to the complaint would normally be provided within 15 working days, failing which a further letter would 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 customer was still not satisfied, the customer 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, listing the number of complaints and the action taken to resolve them.