

Barmulloch Community Development Company

Complaints Policy & Procedures

Introduction

This policy does not cover complaints from staff, who should refer to the BCDC Staff Handbook.

Barmulloch Community Development Company (BCDC) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at BCDC knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of BCDC.

Confidentiality

All complaints will be handled confidentially and in line with BCDC's privacy policy. All complaints should be recorded by BCDC in writing. Any person within the Company who is part of a complaint should not be involved in any stage of resolving the complaint and should not contact a complainant direct.

Responsibility

Overall responsibility for this policy and its implementation lies with the Board of BCDC.

Receiving Complaints

Complaints may come from any individual or organisation who has a legitimate interest in BCDC, including the general public. Any written complaint received should immediately be escalated to Stage One.

Resolving Complaints

Verbal Complaint

In many cases, verbal complaints are best resolved by the person responsible for the issue being complained about. That person may be able to resolve it swiftly avoiding any stages one and two. Verbal complaints should be recorded in writing for BCDC's records. If unable to resolve a verbal complaint, the complainant should be notified that BCDC have a complaints procedure and ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words. Whether or not the complaint has been resolved it should be recorded in writing.

Resolving Complaints

Written Stage One

Written complaints should be investigated by senior staff to take appropriate action. If the complaint relates to a specific person within the Company, they should be informed of the complaint and be given a fair opportunity to respond. If the complaint is about senior staff, then the complaint should be escalated to Stage Two. Complaints should be acknowledged in writing within five working days, should say who is dealing with the complaint, when the person complaining can expect a reply and attach a copy of this complaints procedure. Complainants should receive a definitive reply within 10 working days. If this is not possible because 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 definitive reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, any action taken as a result of the complaint and that an unresolved complaint can be escalated to Stage Two.

Resolving Complaints

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 Board level. The Board should investigate the facts of the case themselves. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One should be kept informed of what is happening. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within 10 working days of Stage Two being initiated. If this is not possible because 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. The decision taken by the Board at this stage is final and the complainant should be notified of taking the complaint to the external stage.

Resolving Complaints

External Stage

If you have made a complaint and feel it has not been resolved to your satisfaction you should complain direct to OSCR. BCDC is a Scottish registered charity, the complainant can complain to the Scottish Charity Regulator at any stage. Information about the kind of complaints OSCR can involve itself in can be found on their website at: <http://www.oscr.org.uk/charities/raise-a-concern-about-a-charity>.

Monitoring and Learning from Complaints

Written complaints are reviewed to identify any trends which may indicate a need to take further action.

Variation of the Complaints Procedure and Review

This policy is reviewed annually and updated as required.

Contact Details for Complaints:

Complaints should be marked for the attention of the Company Secretary and sent to Barmulloch Community Development Company, 54 Quarrywood Road, Glasgow, G21 3ET or by e-mail at contact@bcdcglasgow.co.uk

This document was originally drafted on 22nd August 2016 and is annually reviewed taking into consideration any changes in laws and regulations.

Last review date 1st April 2020