This template has been provided the Scottish Council for Voluntary Organisations (SCVO).

Use of this model policy is entirely at your own risk. The policy should be adapted to suit your own organisational needs, and you should ensure if meets your own specific requirements. You should also check this policy is compliant with the law and your organisation’s governing document. No liability rests with SCVO.

For more information see our information on [using SCVO templates](https://scvo.scot/support/using-scvo-templates).

[INSERT ORGANISATION NAME] Complaints Policy

[INSERT ORGANISATION NAME] aims to always provide high-quality service. Whether you think we’re doing well, or feel we need to do better, we value your opinion and want to hear from you

If you are not happy with [INSERT ORGANISATION NAME] in any way, please let us know. We welcome the opportunity to put matters right, for you and for others who might use our services in the future.

What to do

First, speak to the \*staff/volunteer providing the service you wish to comment on. The people closest to the situation can deal with most problems quickly.

If you are unhappy with the response or feel unable to approach \*staff/volunteers directly then email [\*\*\*\*\*] or call [\*\*\*\*\*] or write to:

[\*\*\*\*\*]

Whatever method you choose, we will deal with the matter in the same way.

What happens next?

We will respond to you within [3\*] working days. We will tell you who is dealing with it and how long the investigation will take.

We aim to resolve complaints within [10] working days. Some complaints take longer to investigate. When they do, we will contact you to tell you when you can expect a response from us.

We will handle all comments and complaints sensitively. [INSERT ORGANISATION NAME] will record your complaint and follow relevant data protection requirements. We will use the information to help us improve our services.

What if I’m not satisfied with the response?

If you have made a complaint and are unhappy with the response you receive or with the way your complaint has been handled, you can appeal by writing to [INSERT ORGANISATION NAME] using the above contact methods. This may be escalated to the Chief Executive who will look at the situation and decide if further action is needed.

If you are still unhappy, you can write to the Chair of [INSERT ORGANISATION NAME]’s trustee board, who will look at the situation again and decide if further action is needed. Their contact details are [INSERT].

Overall responsibility for this policy and its implementation lies with the board of trustees of [INSERT ORGANISATION NAME] .

\* Amend as appropriate

Document version control

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