

	<h2>Complaints</h2>
<p>Company no: 563463 Charity no: SC047335</p>	<p>Created: March 2018 Next revision date: March 2020</p>

The Trustees of Dollar Community Development Trust are committed to providing a high quality of service in all that the Trust does and welcomes comments on and complaints about any aspect of its service to assist continuing improvement.

1. Policy Objectives

To encourage people to make comments and express any concerns they may have about the service to improve our service and to prevent similar situations recurring.

To ensure all complaints are treated seriously, with respect and in confidence.

2. Trustee responsibilities and arrangements

The Trustees are responsible for ensuring that all complaints and comments are reviewed and acted upon where appropriate as soon as possible.

The trustees will:

- Ensure this complaints procedure is followed
- Review all complaints and comments received in the previous period at each board meeting
- If a complaint is upheld, ensure any appropriate remedial measures are put in place.

3. Definition of “complaint”

A complaint is an expression of dissatisfaction, either written or spoken, about the way a person has been treated or the service they have received from the Trust. If the complaint involves possible criminal activity, actual harm to an individual or a situation which could lead to the Trust’s reputation being significantly damaged, it will be classed as “serious”.

The complainant may be any member of the public or a volunteer of the Trust but not an employee – an employee who is dissatisfied with any aspect of their employment should raise this by way of the Trust’s grievance procedure.

Comments on the work of the Trust which suggest ways to enhance or improve service but which do not express dissatisfaction will not be treated as complaints. Comments may

also be complimentary. As stated above all comments will also be reviewed by the trustees.

4. Complaints Process

A complaints, comments and suggestions box will be sited within the Trust office together with an appropriate leaflet for people to use. A trustee will be tasked with emptying the box on a weekly basis.

In addition, a complaint may be made to any Trust employee, volunteer leader or trustee either in writing or verbally – though the recipient of the complaint cannot be the person complained about and any such complaint redirected appropriately.

All complaints, from whatever source and whether verbal or written, will be recorded in the complaints record. This notes who is making the complaint, what they are concerned about, the date the complaint was made and what action they would like to be taken.

It may be that the recipient of the complaint can resolve it immediately and if so, this should be done. The complaint must still be recorded and the complaint and any remedial action taken will be reviewed by the trustees.

If the person receiving the complaint cannot deal with the complaint or the complaint is considered serious, the chair of the trustees must be informed. He/she will ask either a Trust employee or a trustee or an appropriate volunteer to investigate the complaint. In the case of a serious complaint, the chair will consider informing the police if a crime is suspected and will also inform regulatory bodies such as OSCR, Health and Safety Executive or professional bodies as appropriate. He/she may also ask an independent person to investigate on behalf of the Trust.

The complainant will be advised that the complaint will ordinarily be dealt with within 30 days and they will be advised if the nature of the complaint or other circumstances mean that this deadline needs to be extended and they will be informed of progress.

The person investigating the complaint will meet with the person making the complaint within 7 days so that they can find out more about their concerns, why they feel the need to complain, and what they would like to happen.

If the complaint is made against an employee or volunteer, he or she should be informed verbally and in writing of the nature of the complaint.

The person looking into the complaint will then look into all aspects of the complaint.

When the investigation is complete the complainant and any employee or volunteer involved will be told the result of the investigation, what action will be taken and what the complainant or employee or volunteer should do if they are not happy with the result of the investigation. This information will also be recorded on the complaints record.

All interviews and contacts will be recorded and kept with the complaints record.

When the complaint investigation is completed, the record and all ongoing records of the investigation will be filed and kept in a secure place.

The complaints record will be reviewed on an annual basis and a decision will be made as to whether records will be destroyed. Records will not be kept for longer than one year in accordance with the Data Protection Act 2005.

Appeals process

If a complainant, employee or volunteer is unhappy with the decision of an investigation, he/she should be asked to contact the Chairperson of the Trustees and explain why they are unhappy with the decision. This can be done in writing or by e mail.

The Chairperson and another member of the Board will look at the original complaint, what was done to investigate it, what was decided and if something else should have been done or a different outcome reached.

The person making the complaint will be informed verbally and in writing of their decision.