



The Village Club, 20-22 Glasgow Road, Blanefield, Glasgow, G63 9BP
scdt@strathblane.online

COMPLAINTS POLICY AND PROCEDURE

SCDT is committed to ensuring that any person or organisation who engages with SCDT or is affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

The organisation will provide a complaints management procedure that:

- is simple and easy to use
- is available to all members, clients and stakeholders via the SCDT website.
- ensures complaints are fairly assessed and responded to promptly
- is procedurally fair and follows principles of natural justice
- complies with legislative requirements.

OUR COMMITMENT

If you make a complaint to SCDT you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

WHAT CAN I MAKE A COMPLAINT ABOUT?

You can make a complaint to SCDT about the delivery of SCDT's services, activities, events, projects or fundraising.

From time to time, SCDT consults with the community to determine a policy position or to gauge the views of the community. It is not the intent of this policy to allow a person or organisation to complain about the outcome of such consultations if the final result does not agree with that person or organisations position. A person may however lodge a complaint if a documented consultation process was not followed, or if the process was flawed.

PROCEDURES MAKING A COMPLAINT

A person wishing to make a complaint may do so in writing or verbally to:

- the Board of Directors

If the complaint is about:

- Activities, projects, or services delivered by SCDT this will be investigated by the Board
- Fundraising complaints will be investigated by the Board.
- A Board director, the complaint will normally be handled by the Board or referred to the Development Trust Association for advice.

Written complaints may be sent to the SCDT email scdt@strathblane.online or to our postal address

Strathblane Community Development Trust
The Village Club,
20-22 Glasgow Road
Blanefield, Glasgow
G63 9BP
United Kingdom

PROCEDURE FOR COMPLAINTS MANAGEMENT

The director managing the complaint will be responsible for:

Registering the complaint:

- registering the complaint in the SCDT complaints register
- informing the complainant that their complaint has been received and providing them
- with information about the process and time frame

Investigating the complaint:

- informing the complainant by letter within 10 working days of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution.
- As far as possible, complaints or appeals will be investigated and resolved within 20 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

Resolving the complaint:

- making a decision or referring to the appropriate people for a decision within 20 working days of the complaint being received
- Informing the complainant of the outcome and any options for further action if required

What if I am unhappy with the resolution?

- If you are not happy with the outcomes of a complaint, you may be able to lodge a complaint with the Development Trust Association. The DTA will determine if it has the power to investigate your complaint.
- If your complaint is about fundraising you may contact the Scottish Fundraising Adjudication Panel info@goodfundraising.scot or 08081642520

RECORD KEEPING

A register of complaints will be kept by SCDT. The register will be maintained by the Company Secretary and will record the following for each complaint:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

Copies of all correspondence and other materials received by SCDT in connection with any complaints will be kept for 5 years.

The complaints register and files will be confidential and access is restricted to the Board Directors

Policy update record

DATE OF CHANGE	CHANGED BY	COMMENTS
21 08 23	Board	Initial agreement of policy implementation