



## **Dalgarno Trust Complaints Policy**

### **Introduction**

This document aims to help you understand the complaints procedure managed by Dalgarno Trust Community Centre (DT)

### **What can you complain about?**

The Dalgarno Trust recognises that, despite its best efforts, there may be occasions when a group or individual may wish to complain about the Trust's actions or lack of actions.

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter.

We are committed to equal opportunities and take complaints about discrimination very seriously.

The Dalgarno Trust views a complaints procedure as an efficient way of dealing with any complaint and a means of preserving the good reputation of the Trust through a transparent and fair process.

### **Who will deal with your complaint?**

All complaints should be sent, in the first instance, to the Volunteer Manager, Pamela Bardouille (if she is not the subject of the complaint), who will address the issue, investigate the complaint, endeavour to deal with it and respond in writing of the action they intend to take.

If the Volunteer Manager is the subject of the complaint, the complaint should be addressed to an alternative senior staff member who is not involved in or the subject of the complaint to deal with the matter. The senior staff member will address the issue, investigate the complaint and endeavour to deal with it and respond in writing of the action they intend to take.

In this instance, if the matter is not resolved or the complainant is unsatisfied with the action proposed, then they will be invited to appeal to the Chief Executive, Esmá Dukali

who will investigate the complaint, consider whether any further action is required and notify the complainant of her decision.

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

### **When will you hear from us?**

We will let you know that we have received your complaint within seven working days. Via email, telephone or if you prefer via writing.



In most cases, you will receive a full written response to your complaint within five working days. If we cannot give a full reply at this time, we will contact you and let you know why and how we are dealing with your complaint.

If the complaint is complex, we aim to let you have a full reply within twenty-five working days.

Any safety concerns that would endanger a service user would be dealt with immediately when notice is received.

The Chief Executive will monitor complaints to identify trends and ensure that working practices and procedures are adapted where necessary.

### **Complaint Form**

A complaint form is at the rear of this Policy in Appendix A

**Signed:** Farhad Rahnama Facilities Manager

**Date:** January 2023

**Review Date:** January 2024