



COMPLAINTS PROCEDURE

As a charity, our priority is the wellbeing of the people we support.

We aim for the highest standard of service, and therefore welcome all feedback and we take any complaints very seriously.

Please find below information on how you can make a complaint and our procedure for dealing with your complaint. Our complaints procedure is available on request by email or by post and will always be available on the Community Renewal Trust and Lifting Neighbourhoods Together websites.

Our Commitment – If you make a complaint to us, you can expect that we will:

- Treat you with respect at all times
- Tell you what to expect throughout each stage of the process
- Carry out the complaint process in a fair and open way
- Provide a full explanation of any decision or outcome we make
- Resolve all complaints as soon as possible; no complaint should remain unresolved for longer than fourteen days unless this is unavoidable.
- All complaints will be handled sensitively and compassionately. We will use your personal data only for the purpose of handling your complaint, always protecting your privacy, and following all relevant data protection/GDPR requirements.

Definitions

- **Informal Complaint** – is an initial approach by a person who expresses dissatisfaction with some aspect of service they have received from us. This can be by phone, email, in person or by post.
- **Formal Complaint** – is made once the person is dissatisfied with the lack of action or the action taken by us to resolve the matter they have raised previously informally. This must be made in writing via email to complaints@communityrenewal.org.uk or by post to Complaints, Community Renewal Trust, 311 Calder St, Glasgow, G42 7NQ)

Procedures

- When any complaint is received, the staff member will explain the complaints process in full. This may be preferred in writing by the complainant, in which case a copy should be sent by post or email.
- When a complaint is received, the staff member must note the date, time, description, their name and the complainant's name and email this information to the Regional Director within 2 days,
- The staff member is empowered to take steps to remedy the situation if it is a one-off situation and informal.
- The Regional Director must ensure that a **formal** complaint is addressed and responded to within 14 days
- Where the complaint is about the Regional Director, Community Renewal Trust's Executive Director will then handle the complaint within 14 days. They will pass complaint reports to Trustees for review and make accompanying recommendations for quality improvement.
- The Executive Director is also available as investigator for complaints on request from Regional Director. They will review the outcome of all complaints handled by Regional Directors and escalate to commissioners / funders / regulators where relevant.
- The Executive Director is also the point of contact for complaints escalated to Alternate Dispute Resolution (ADR) or funders/commissioners/regulator.
- The Trustees will handle escalated complaints if unresolved after actions of Executive Director and Regional Director or if more than eight weeks have passed without resolution.
- If the person who has made the complaint is unhappy with the response they receive, they can escalate their complaint to the OSCR
- All formal complaints received must be noted in the minutes of a subsequent Directors Meeting and the next Trustees meeting of the charity including whether and how it was resolved.
- Any complaints regarding the use of your data can be raised with ICO.
- Complaints about the Executive Director will be handled by the Chair of Trustees (or someone appointed by them).