



## **Compliments and Complaints Policy and Procedure**

Boleskine Community Care welcomes feedback from individuals, customers, intermediaries, charities and anyone who works with us, on all aspects of our work. Such feedback is invaluable in helping us evaluate and improve our work.

### **The objectives of the Compliments and Complaints Policy are to:**

- Ensure everyone knows how to provide feedback and how a compliment or complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear and acceptable timeframes
- Ensure that compliments and complaints are monitored and used to improve our services.

### **We will ensure that we:**

- Listen carefully to all complaints, including those about our fundraising, and treat complaints as confidential, where possible
- Record, process, store and manage all complaints accurately and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018)
- Investigate the complaint fully, objectively and within the stated timeframe
- Notify the complainant of the results of the investigation and any right of appeal
- Inform the complainant of any action that will be implemented as a result of the complaint, where appropriate
- Report, on a monthly basis, the number of compliments and complaints received; the outcomes of investigations and any actions taken.

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel we have:

- Failed to provide a service or an acceptable standard of service
- Unacceptably delayed in providing a service
- Made a mistake in the way we have provided a service
- Failed to act in a proper way
- Failed to follow fundraising legislation
- Provided an unfair service.

This policy and procedure relates only to complaints received about Boleskine Community Care, its staff, volunteers and services. Individuals who make complaints about partner organisations will be notified in writing within three working days of receipt of the complaint that they need to complain to the organisation they have the complaint with, and will be provided with contact details, where possible.

## **How do I complain or offer a compliment?**

### **Compliments**

Any verbal or written compliments will be recorded by the member of staff or volunteer receiving the compliment and be passed to the appropriate manager or Trustee for recording on the Compliments Register. Any member of staff/volunteer identified as being the subject or contributing to any matter giving rise to the compliment will be notified within three working days. Feedback on compliments will be shared with employees at appropriate timings.

### **Complaints**

There are three stages to the BCC complaints procedure:

- Stage One - Complaint
- Stage Two - Appeal
- Stage Three - External complaint

### **Stage one**

We aim to settle issues quickly and satisfactorily by the member of staff/volunteer or the relevant manager who provides the service. If you feel able, please speak to the individual involved or another member of the BCC team. It may be possible to resolve the issues quickly and satisfactorily by way of an apology, by providing the service required or by providing an acceptable explanation to the individual.

Individuals wishing to make a formal complaint should contact the person who provided the service, or their manager. Alternatively, they can contact the Secretary of BCC by emailing **secretary@boleskine-communitycare.org.uk** or writing to: **The Secretary BCC, c/o The Hub, Unit 2, Lower Foyers Industrial Estate, Inverness, IV2 6YB**. Complainants may also register a complaint by telephoning the BCC Hub on **01456 486 247**.

If the individual makes a verbal complaint then the person receiving the complaint will enter details on the Complaints Form. If the person is willing, or asks, to submit a written complaint, the Complaints Form will be sent to them on the day of their call or the individual can download a copy of the form from the website.

On receipt, each complaint will be allocated a unique reference number and logged on the Complaints Register. Details of the complaint will be emailed immediately to the Support and Development Officer of BCC.

Complaints will be acknowledged within 5 working days of receipt. Complaints will be fully investigated and a written response, either hard copy or email, provided to the complainant by the investigator within 20 working days of receipt. In exceptional circumstances where this deadline is not able to be met, the complainant will be advised of the reasons for this and notified of a revised date for response.

The Complaints Register will be reviewed regularly by the Board to ensure any pending/outstanding complaints are followed up by the relevant manager/Trustee.

Individuals will be advised that if they are not satisfied with the response to their complaint, they may appeal to the Chair/nominated Trustee within 14 working days and progress to Stage Two.

### **Stage Two**

If you feel the response to Stage One is unsatisfactory you can appeal to the BCC Trustee Board. Please email [chair@boleskinecc.com](mailto:chair@boleskinecc.com) or write to the Chair of Trustees at the BCC address.

The Chair of Trustees will appoint a representative to investigate the matter or investigate personally. If the complaint relates to a corporate action of the Board of Trustees, then the Chair will identify an independent party to investigate the complaint and make recommendations to the Board. This person may need to contact the complainant to clarify the issues, conduct the investigation and explore resolution. The complainant will receive written confirmation of the outcome of any investigation within 20 working days of receipt of the appeal together with any recommendations/remedies made, such as, staff development and training, reviewing of policies or appropriate improvement to our services. The outcome should not refer to any individual employees or groups of employees.

Occasionally, investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent after 20 working days and a final date given for a conclusion to be reached.

### **Beyond Stage Two**

If you are still dissatisfied with the outcome of your complaint after Stage Two, there are external organisations that you can contact including:

- The Scottish Charity Regular OSCR: <https://www.oscr.org.uk/>
- The Scottish Fundraising Adjudication Panel: <https://goodfundraising.scot/>

### **Anonymous compliments and complaints**

Compliments and complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

### **Data Protection**

To process a complaint, we will need to hold personal data about the complainant, which the individual provides and which other people give in response to investigating the complaint. We will hold this data securely in accordance with relevant data protection legislation and only use it to help address the complaint. The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involve the conduct of third parties.

Under data protection legislation, individuals have a right to obtain a copy of their personal data. However, there are exceptions to this right. We will normally destroy compliments and complaints files in a secure manner six years after the compliment has been made or the complaint closed.

### **Monitoring**

Compliments and complaints are an important tool which, alongside data provided by exit surveys, user feedback and focus groups, will allow us to learn more about the services we provide. They offer a useful source of information about how individuals see our Charity and how we are serving them. To ensure we can learn from compliments and complaints, the following data will be collected:

Compliments:

- Name and address
- Nature of the compliment
- Date of compliment
- Action(s) taken/recommendations made in response to the compliment, if appropriate.

Complaints:

- Name and address
- Name of person dealing with the complaint
- Date of complaint and response date
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint
- Lessons learnt.

Compliments and complaints information will be considered on a monthly basis by the Board of Trustees. Wherever possible, the data will be used to improve and develop facilities and services.

### ***Version control***

<b>Version number</b>	<b>Prepared by</b>	<b>Date approved by Trustees</b>
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1.0	Rachel Burn	12th May 2026