



## **SCOTTISH LOVE IN ACTION COMPLAINTS PROCEDURE**

### **Introduction**

Scottish Love in Action (“SLA”) is a charity based in Scotland which cares for and educates vulnerable children in India.

SLA views complaints as an opportunity to learn and improve for the future. SLA undertakes to investigate all complaints fairly and thoroughly.

Our policy is:

- ❖ To provide a fair and transparent complaints procedure.
- ❖ To publicise our complaints procedure on our website.
- ❖ To make sure all staff and trustees are aware of the complaints procedure.
- ❖ To investigate any complaint thoroughly and in a timely manner, keeping you informed at all stages.

### **Definition of a complaint**

A complaint is any expression of dissatisfaction, however made, about actions taken, or a lack of action.

### **Confidentiality**

All complaints will be handled in a sensitive manner and in accordance with the General Data Protection Regulations.

### **Responsibility**

The Chief Executive along with the Chair of the Board of Trustees has overall responsibility for implementing this policy and ensuring it is adhered to. The policy will be regularly reviewed to ensure it is up to date and complies with any regulatory guidance.

## **What to do if you have a complaint**

**In the first instance**, please contact us on **0131 629 9112** and we will do our utmost to resolve your complaint.

If you would prefer not to telephone, you can email us at [enquiries@sla-india.org](mailto:enquiries@sla-india.org) or write to us at **Greyfriars Charteris Centre, 140 The Pleasance, Edinburgh, EH8 9RR**; please address your letter to the **Chief Executive**.

## **Scope of a complaint**

We can only investigate a complaint which directly concerns SLA and any of its staff or trustees.

## **What we will do when we receive your complaint**

- ❖ We will tell you about our complaints procedure.
- ❖ We will listen to your complaint and tell you how we will address it.
- ❖ We will log your complaint on our system.
- ❖ We will investigate any issues you raise. If they concern a specific person we will handle this sensitively.
- ❖ Your complaint will be investigated by a person unconnected to the substance of the complaint.
- ❖ We will tell you how long we anticipate it will take us to resolve your complaint and we will continue to keep you updated in regard to timescales around your complaint. SLA are a small charity with limited resource; we appreciate the understanding of complainants whilst we take the requisite time to fully address any complaints.

## **Complaint response times**

- ❖ We will acknowledge your complaint within 5 working days, from the date of receipt of your complaint.
- ❖ We will fully and fairly investigate your complaint and undertake to respond to all of your points.
- ❖ We aim to issue a final response within 10 working days from the date of receipt of your complaint. We may need further time if the issues are complex or we need

information from external sources, in which case we will tell you that in our interim response, which we will issue within the 10 working day period.

- ❖ We will provide a more detailed response within 20 working days if we need to utilise that additional time.
- ❖ We will provide you with an evidence-based decision when we respond to your complaint, to allow you to understand our decision. We will inform you of any lessons we have learned and any action taken following receipt of your complaint.

## **Stage 2**

- ❖ If you are unhappy with our response you can request that our Board of Trustees review the complaint.
- ❖ We will pass your paperwork to the Board who in turn will inform you which Trustee is dealing with your complaint within 5 working days of them receiving it. The Trustee will provide a full written response within a further 10 working days.

## **External Stage**

- In the event that you are unhappy with the resolution of your complaint, if it concerns fundraising, you can refer it to The Scottish Fundraising Standards Panel (<https://www.goodfundraising.scot/>). This is the independent regulator of charitable fundraising in Scotland.
- If you have a more general complaint you can refer it to the Office of the Scottish Charity Regulator (OSCR). Details can be found on their website at <https://www.oscr.org.uk/contact-oscr/charity-concern-form/>

You can refer your complaint to either of these bodies at any time.

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