



# Scottish Culture and Traditions Participants' Complaints Policy Document

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| <b>Policy name</b>      | <b>Complaints by Participants</b>   |
| <b>Purpose</b>          | <b>To set out the process by which participant complaints are managed</b> |
| <b>Owner</b>            | <b>SC&amp;T Board</b>   |
| <b>Contact</b>          | <b>Richard Ward</b>   |
| <b>Approved by</b>      |   |
| <b>Approval date</b>    | <b>23 Sept 2024</b>   |
| <b>With effect from</b> | <b>23 Sept 2024</b>   |
| <b>Next review due</b>  | <b>10 Apr 2025</b>  |
| <b>Version</b>          | <b>1.0</b>  |

| <b>Revision Date</b> | <b>Summary of revision/update</b> |
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## Complaints by Participants

SC&T is a Charity run almost entirely by volunteers. It prides itself on providing a friendly, warm and encouraging environment where participants have a positive experience.

The board of SC&T values constructive comment which will help to improve the service we provide. Board members are always willing to discuss concerns on an informal basis. However, we also provide the procedure below to help those people who have a particular complaint to bring it to our notice formally. The board will always treat such complaints seriously and sensitively. In that event the following procedure will apply:

### First Stage:

- Unless the complaint relates to an individual, it should be reported to a board member as soon as possible. If there is no board member present at the time, report your complaint to a volunteer on duty, who will pass it on to the board. We aim to resolve most complaints/concerns quickly and informally. However, a complaint relating to an individual should always be regarded as a second stage procedure.

### Second Stage:

- If the complaint cannot be resolved informally, or if it relates to an individual, then it should be made by email to the chair of SC&T - [chair@scottishculture](mailto:chair@scottishculture) (or in a handwritten letter in a sealed envelope handed to a board member or volunteer and clearly marked for the attention of the chair).
- On receipt of an e-mail or letter, the Chair will consider and investigate the matter and bring it to the attention of the board where appropriate. The chair, or other board member, will endeavour to meet with the complainant and try to resolve the issue within one week of receiving the written submission.
- The chair's/board's decision shall be final. Where possible this will be provided within four weeks of receiving the written submission.
- The chair (whom failing the Secretary of SC&T) will log all complaints that go through this formal process and their outcome.