



FINTRY DEVELOPMENT TRUST - COMPLAINTS POLICY AND PROCEDURE

FDT is committed to ensuring that any person or organisation who engages with FDT or is affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

The organisation will provide a complaints management procedure that:

- is simple and easy to use
- is available to all members, clients and stakeholders via the FDT website.
- ensures complaints are fairly assessed and responded to promptly
- is procedurally fair and follows principles of natural justice
- complies with legislative requirements.

OUR COMMITMENT

If you make a complaint to FDT you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

WHAT CAN I MAKE A COMPLAINT ABOUT?

You can make a complaint to FDT about the delivery of FDT's services, activities, events or projects.

From time to time, FDT consults with the sector to determine a policy position or to gauge the views of the sector. It is not the intent of this policy to allow a person or organisation to complain about the outcome of such consultations if the final result does not agree with that person or organisations position. A person may however lodge a complaint if a documented consultation process was not followed, or if the process was flawed.

PROCEDURES MAKING A COMPLAINT

A person wishing to make a complaint may do so in writing or verbally to:

- the staff member they were dealing with at the time, unless you are making a complaint about this person
- the Manager
- the Board of Directors

If the complaint is about:

- activities, projects or services delivered by FDT, the complaint will normally be dealt with by the manager
- a staff member, the complaint will normally be dealt with by the manager
- a senior staff member, the complaint will normally be dealt with by the Board of FDT
- A Board director, the complaint will normally be handled by the Board or referred to the Development Trust Association for advice.
- Internal complaints, where a staff member makes a complaint concerning another staff member, will be dealt with in accordance with the Grievance Policy and Procedures of FDT. Written complaints may be sent to the FDT email info@fintrydt.org.uk or to our postal address

Fintry Development Trust
Fintry Sports Club,
Kippen Road
Fintry, Stirling
G63 0YA
United Kingdom

PROCEDURE FOR COMPLAINTS MANAGEMENT

The person managing the complaint will be responsible for:

Registering the complaint:

- registering the complaint in the FDT complaints register
- informing the complainant that their complaint has been received and providing them with information about the process and time frame

Investigating the complaint:

- examining the complaint within 5 working days of the complaint being received
- informing the complainant by letter within 10 working days of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution.

As far as possible, complaints or appeals will be investigated and resolved within 20 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

Resolving the complaint:

- making a decision or referring to the appropriate people for a decision within 20 working days of the complaint being received
- Informing the complainant of the outcome and any options for further action if required

What if I am unhappy with the resolution?

- If you are not happy with the outcomes of a complaint, you may be able to lodge a complaint with the Development Trust Association. The DTA will determine if it has the power to investigate your complaint.

RECORD KEEPING

A register of complaints will be kept by FDT. The register will be maintained by the Manager, overseen by the Company Secretary and will record the following for each complaint:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

Copies of all correspondence and other materials received by FDT in connection with any complaints will be kept for 5 years.

The complaints register and files will be confidential and access is restricted to the Manager and Board Directors

Policy update record

DATE OF CHANGE	CHANGED BY	COMMENTS
25.11.20	Board	Initial agreement of policy implementation