

## Complaints policy and procedure



### How to make a complaint to the Mamie Martin Fund

You can make a complaint directly to the Mamie Martin Fund by:

- e-mail: [admin@mamiemartin.org](mailto:admin@mamiemartin.org)
- website: <https://mamiemartin.org/contact/>
- telephone: 01389 600138 or 07528 635087
- post: 19 Queensway, Alexandria, Dunbartonshire G83 0AT

Alternatively, if you are dissatisfied with the handling of your complaint by the Mamie Martin Fund or have concerns you feel you cannot discuss with us, complaints can also be made to The Scottish Charity Regulator (OSCR).

## Complaints Policy and procedure

### 1 INTRODUCTION

This complaints policy covers complaints made both by external and internal parties. It covers complaints received regarding Mamie Martin Fund business conducted in the U.K and overseas, and issues related to:

- The standard of service you received from us, and/or the behaviour of our staff in delivering that service
- Any action or lack of action by our staff, volunteers or others engaged on Mamie Martin Fund business.

Our complaints policy does not cover anonymous complaints.

### 2 THE UNDERLYING PRINCIPLES

As in any organisation which is people-based, occasional genuine errors or delays will inevitably occur. The principles and procedures set out in this policy are concerned with learning from your experiences, and ensuring fair dealing with those with whom the Mamie Martin Fund comes into contact. In respect of all complaints about the Mamie Martin Fund, we will:

- Handle all complaints received with discretion and in a confidential manner

- Ensure that complaints are acknowledged and actioned within a reasonable time of their being received
- Ensure that complaints are investigated by a person of sufficient experience, seniority and competence who was not directly involved in the particular act or omission giving rise to the complaint
- Assess what lessons might be drawn from the situation in order to avoid any future repetition of the problem or issue.

In most cases, the party making the complaint will be content that matters have been resolved. However, there will be occasions where complainants will feel this is not the case and they will want to take matters further. In such situations, we will fully cooperate in any further external reviews.

### **3 THE PROCEDURE**

For all complaints made to the Mamie Martin Fund, the procedure to be followed is:

#### **Step 1 – Acknowledge the complaint**

- Completion of the complaint notification form (for internal use only)
- Informing the Chair of the board that a complaint has been received
- Acknowledgement of the complaint within 5 days of receipt

#### **Step 2 – Investigate**

- Decide on who should investigate, a timescale, and outlining who should be asked to contribute to the investigation
- Set up a panel of Board members who will receive the report of the investigation, decide on whether to accept the conclusion and any recommendations.
- Investigate the complaint

#### **Step 3 – Action and resolve**

- Take any appropriate remedial action
- Fill the completed complaint notification form
- Contact the complainants with the outcome of the investigation, and complete any related correspondence.
- Where the complaint cannot be promptly remedied, advising the complainant of this and setting out the proposed time frame for dealing with it

#### **Step 4 - Further actions**

If the complainant is not satisfied, advise that they may take the matter up with OSCR.

Any investigation of a complaint must be dealt with in a sensitive and confidential manner. No report of the process should be made outside of the organisation, unless and until the matter needs to be referred to an external body, such as the police or OSCR. Any such indiscretion will be considered a serious disciplinary offence and responded to accordingly.

#### 4 RECORD KEEPING

In line with general convention, the Mamie Martin Fund will retain records of complaints for six years.

### APPENDIX

#### Complaint Notification Form

##### PRIVATE AND CONFIDENTIAL

Circulation of this form should be restricted to:

- Trustees of the organisation
- personnel directly involved in the complaint and their line managers
- legal advisers, professional indemnity insurance providers, OSCR and other regulators (where appropriate).

Date of complaint	
Format of complaint (delete those not applicable)	<ul style="list-style-type: none"><li>• Letter (attach copy)</li><li>• Telephone call (attach file note)</li><li>• In person (attach meeting note)</li><li>• Email (attach copy)</li><li>• Web form (attach copy)</li></ul>
Person against whom complaint was made	
Line manager	
Complainant	
Person managing complaint	
Brief description of complaint	
Date of letter acknowledging complaint	
Date matter resolved	
Details of how it was resolved	

Proposed courses of action	
Impact on the organisation's systems/procedures	
Date of letter to complainant summarising outcome	
Date discussed with person against whom complaint was made	
Date discussed with line manager/ Trustee	

Signed by: \_\_\_\_\_  
 (person against whom complaint was made)

\_\_\_\_\_  
 (Trustee managing complaint)

\_\_\_\_\_  
 (line manager)

\*End of Complaint Notification Form\*

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Policy and procedure approved by the Board on 15<sup>th</sup> September 2019

Review Date: September 2021