



Mearns Kirk Helping Hands

Complaints Procedure

Mearns Kirk Helping Hands (MKHH) strives to make sure we are providing an excellent experience for all those attending our activities, for those who volunteer with us, and all other stakeholders. However, we also acknowledge that we might not always get things right. We want people to feel confident that they can let us know when this is the case, and we are committed:

- To dealing with complaints fairly, efficiently and effectively.
- To ensuring that all complaints are handled in a consistent manner.
- To using complaints constructively in the planning and improvement of all our services and activities.

Who can complain?

Anyone who is:

- Receiving a service from Mearns Kirk Helping Hands (MKHH).
- Caring for (or concerned about) someone who is receiving a service from MKHH.
- Volunteering for or employed by MKHH.
- Refused a service by MKHH for which they believe they are eligible.
- A stakeholder in MKHH (partner organisations, family members of group members, etc.)

How to complain:

MKHH wants to address any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact either the relevant Group Leader or the Project Manager who will try to sort the matter out.

If you make contact in person or by phone, we will make a note of the date and name of the person you speak to as well as a brief outline of your complaint. If a solution is offered at this point, we will make a note of this as well.

If you are not satisfied or do not wish to pursue an informal solution, you may pursue a formal complaint. Please contact the Project Manager for a Complaints Form.



You should send your complaint by email or by letter to:

**Vicky Irving, Project Manager, Mearns Kirk Helping Hands, 404 Mearns Road,
G77 5BU**

mkhelpinghands@outlook.org

What Happens Next:

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be asked to meet with the person investigating the complaint. You can bring someone with you if you wish.

You will receive a response to your complaint within 28 working days of its receipt.

All complaints will be given full and fair consideration.

However, if, as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, the police will be informed.

If You Are Still Not Satisfied:

You can contact the Office of the Scottish Charities Regulator (OSCR) for further information on making complaints about a charity.

Contact: OSCR, 2nd Floor, Quadrant House, 9 Riverside Drive, Dundee DD1 4NY
Phone: 01382 220446

Fax: 01382 220314

www.oscr.org.uk

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