

SCAN Complaints Policy

Making a complaint or raising a concern

We want to get things right for the people who we work with. If you have a complaint or concern about SCAN, please let us know and we will do our best to resolve it. We are always pleased to hear your views so that we can take steps to make our work better. We hope to learn from when things have not gone as well as we would hope. We aim to deal with complaints and concerns quickly and will do so confidentially and fairly.

Who Can Complain?

Anyone we work or engage with can complain, including members of the public, our funders, partners, audiences, event, training or project participants, freelancers, consultants, and contractors.

What should I do if I want to make a complaint?

We hope we can put things right straight away in a conversation or a phone call, but if you feel you need to make things more formal, put your complaint or concern in writing, with the word complaint in the heading

send it by email to: info@sca-net.org

send it by letter to: Director, SCAN, 218 the Briggait, 141 Bridgegate, Glasgow G1 5HZ.

What will happen next?

You will receive an acknowledgement of your complaint within 7 working days, and we may contact you to obtain more information. You will receive a response to your complaint within 28 working days. Your complaint will be recorded on a form, which will then provide a record of the complaint, along with any other supporting information. This will be held for

2 years and will also detail how it was resolved. If the complaint needs more time to investigate or resolve, we'll let you know about next steps and likely timescales.

Who deals with complaints?

All complaints are first dealt with by the Director. If the complaint cannot be resolved fairly by the Director, we will pass it to SCAN's Board of Trustees.

What other steps might be taken by SCAN?

If, because of your complaint, disciplinary proceedings are taken against a member of the SCAN Team 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 outcome of your complaint outside of any disciplinary procedure. If a criminal offence is alleged, or SCAN believes a criminal offence has taken place, then we will raise this with our Trustees who will inform the police.

Can I Complain Elsewhere?

SCAN is a registered charity and must comply with charity law and governance. You can contact the Office of the Scottish Charities Regulator (OSCR) for further information on raising a concern or making a complaint about a charity www.oscr.org.uk