



Gordon Rural Action

Complaints Policy

Gordon Rural Action welcomes comments, suggestions and complaints from its service users, as these can help to improve and develop our services.

While dealing with complaints, these principles will be followed: All complaints will be taken seriously and dealt with speedily.

- Complaints made will not prejudice or affect any future dealings or service provided to the complainant.
- Investigations into complaints will be open, and the aim will be to provide a satisfactory explanation or outcome for the complainant, while remaining fair to staff and volunteers involved.
- All complaints will be dealt with via the procedure described below.
- Complaints will be investigated by the senior manager of the department concerned, i.e. the Advice Manager where Gordon Advice is involved, the People Services Manager where the Young Carers and Befriending projects are involved.
- If the complaint concerns either of these senior managers, it will be passed on to an appropriate Board Member.
- If the complaint concerns a member of the Board, it will be passed to another independent Board member.

Complaints procedure

All offices of Gordon Rural Action will at all times hold complaints forms and accompanying leaflets.

1. When a person indicates that they have a complaint, they should be asked to put their complaint in writing by completing a complaints form. They should be given both a copy of the form and the accompanying leaflet.
2. The complainant can either return the form to their local office, or send it for the attention of the Advice Manager or People Services Manager at the Huntly office. If it is returned to the local office, the form should be marked with the date received and then immediately forwarded to the relevant Manager in Huntly.
3. Should a written complaint in the form of a letter be received at any of the offices, the procedure described in 2 should be followed.
4. When the complaint arrives at the Huntly office, it will be stamped with the date it is received. It will be passed onto to the appropriate person for investigation (see above). If that person is away, a holding letter acknowledging receipt of the complaint and explaining the absence will be sent.
5. The investigating manager/board member will acknowledge receipt of the complaint within 5 working days. The letter will explain who will be investigating the matter, how long it is likely to take, and, if a meeting has been requested or is considered necessary, a date for that meeting will be suggested. Gordon Rural Action will endeavour to resolve the complaint within 28 days.
6. Once the matter has been investigated, a letter will be written to the complainant with an explanation/apology/description of action that will be taken to ensure the situation does not arise again.
7. If the complainant is not satisfied with the outcome, they can take their complaint to the Board for consideration.