



The Scottish Potters Association Complaints Policy.

The SPA aims to provide its members, members of the public and other stakeholders with an excellent experience of being a part of or involved with the organisation. We will listen to the needs of any person engaging with our association and provide opportunity for feedback.

If something goes wrong, please tell us! We view complaints as an opportunity to learn and improve for the future as well as a chance to rectify any issues for the person or organisation that has made the complaint, where this is well founded.

Introduction

The SPA wishes to put our members needs at the very heart of the way we develop and enhance our organisation. Feedback is an important part of our ongoing process which we will use to learn and continuously improve our service.

We will promote feedback through use of surveys, social media, our website and face-to-face interaction. It will be analysed and viewed as an opportunity to continuously improve.

This Complaints Policy defines our approach to complaint handling and how we deliver the expectations of our members, members of the public and other stakeholders.

Our Policy

- To provide a fair complaints procedure which is clear and easy to use.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To ensure that all Trustees and committee members are aware of procedures if a complaint is received.
- To ensure that all complaints are investigated fairly and in a timely way.
- To make sure that complaints, wherever possible, are resolved and that relationships are repaired.
- To gather information which will assist in improving our organisation.

What is a complaint

An expression of dissatisfaction, whether justified or not, by one or more people about the standard of service or other aspect that our organisation provides, which calls for an appropriate, time sensitive, response.

Dealing with complaints

1). We need to be clear about the difference between a concern and a complaint. We endeavour to take formal concerns seriously at the earliest stage in order to reduce likelihood that it will develop into a formal complaint. We will deal with the issue, promptly, politely and when appropriate confidentially.

2). The underlying principle is that concerns ought to be handled, if at all possible, without the need for formal procedures. The requirement to have a Complaints Procedure need not undermine efforts to resolve the concern informally.

In most cases, the committee member involved in the delivery of that relevant area will receive the first approach. It would be helpful if the committee member was able to resolve the issues on the

spot, including apologising if necessary. Details of any concern resolved must still be notified to the Trustees and will be considered as part of the learning process.

AIMS

- To encourage resolution of problems by informal means wherever possible.
- To be easily accessible and approachable.
- To be simple and understand and use.
- To be impartial.
- To be non-adversarial.
- To allow swift handling and keep people informed of the process.
- To respect people's desire for confidentiality.
- To address all the points of the issue and provide an effective response and redress where necessary.
- To provide information to the Trustees and members of the main committee so that service can be improved.

A Formal Complaint -

If the complainant remains dissatisfied with our initial action to resolve their issue and they wish to raise the matter more formally, they will be invited to complete a complaints form (Appendix) or submit their complaint in another written form to the Chair. This can be forwarded to the Chair of the SPA by email at the email address - chair@scottishpotters.org

All written complaints will be logged as a formal complaint. The complainer will receive a written acknowledgement within 5 working days as per the preferred method of contact specified by the complainer.

The aim will be to investigate the complaint properly and provide a response within 10 working days with an explanation as to how the problem has been addressed. If this is not possible, an interim response will be provided on the current status of the complaint and action being taken or considered.

Complaint alleging issues of a criminal nature will be reported for the attention of the Police. The complainer will be advised accordingly.

The Scottish Charity Regulator (OSCR)

In the event that the complaint remains unresolved, the complainer has the option to refer the issue to [the Office of the Scottish Charities](#) Regulator via their website [OSCR.org.uk](https://www.oscr.org.uk)

This website will provide all the relevant information on raising a concern about a Scottish Charity and their procedure.



Customer service complaint form

Your complaint

Tell us about your complaint:

What can we do to put things right?

Have you reported this to us before? Yes No

If yes, to whom?

Date you reported this previously:

About you

Name:

Address:

Email:

Phone No:

Preferred method of contact from the SPA

Please select the method by which you would like us to contact you:

Email

Phone

Mail

Please email this form to chair@scottishpotters.org