

Move On Policy Documents: Complaints Policy and Procedures

Statement of Principle	Move On recognises and promotes the rights of those who use our services to have access to and use a formal procedure, ensuring that any complaint or grievance will be fairly and promptly investigated and answered.
Implementation	<p><u>Who Can Make a Complaint?</u></p> <p>Any person who receives a service from Move On, any of the agencies that we work with can make a complaint, or anyone who is impacted upon by the service we deliver can make a complaint (referred to in this policy as the complainant).</p> <p>If necessary, a person can ask a representative to make a complaint on their behalf. The representative must be mandated in writing by the complainant to act on their behalf</p> <p><u>What can a Complaint be about?</u></p> <p>A complaint or grievance can be about any aspect of Move On operations including, service provision, staff, sessional workers, volunteers, trainees, or service users.</p> <p><u>Stage One: Informal resolution</u></p> <p>Anyone wishing to make a complaint can raise this with any Move On member of staff. They will pass it on to the relevant Manager, who will contact the complainant and attempt to resolve the matter informally. Resolution could include an apology, quick remedial action, review of procedures etc. It is hoped that most complaints can be resolved informally.</p> <p><u>Stage Two: Written Submission and Initial Investigation</u></p> <p>If the complainant feels that the matter has not been resolved through informal discussions, then they should approach a staff member and submit the issue, grievance or complaint, in written form (including electronically). If required a staff member will provide support to enable them to do this.</p> <ul style="list-style-type: none"> • The staff member approached will record the complaint in the register and advise the appropriate Manager that a complaint has been registered. • The receipt of the complaint will be acknowledged in writing within five working days. • A Manager will fully investigate the matter, consulting with the complainant and others where appropriate to resolve the matter.

- The complaint will be answered formally within a further ten working days unless circumstances prevent resolution of the matter – for example absence or annual leave meaning crucial evidence is temporarily unavailable.
- In such a case the complainant will be advised in writing of this and given an estimated date for resolution.

Stage Three: Appeal to the Executive Director

- If the complainant is not satisfied with the answer to the complaint, then an appeal can be submitted and registered within five working days.
- The appeal should be in written form stating the reasons for appeal.
- Move On's Executive Director, whose decision will be final and binding, will then consider the appeal. If the issue relates to the Executive Director, then the appeal will be considered by the Director of Operations.
- The finding of the appeal will be made available to the complainant within three working days of the hearing.

Stage Four: Board Grievance

- If the complainant feels that their complaint has not been properly dealt with at the conclusion of Stage Three they may submit a grievance to Move On's Board of Directors.
- Such a grievance will be considered by the Board only on the basis of an allegation that the complaint has been improperly dealt with. The Board will not consider the facts or merits of the original complaint.
- If the Board finds that the original complaint was improperly dealt with, they will remit the original complaint for reconsideration at the earliest stage which has been found to be improperly conducted.

If the Board concludes that the original complaint has been properly dealt with, in line with Move On's policies and procedures, they will advise the Complainant that their grievance has been rejected, and which external bodies (e.g. the Scottish Charities regulator (OSCR), project funders etc.) are available if they wish to pursue their complaint further.

	<p><u>Complaints About Board members</u></p> <p>Complaints about board members fall outwith the investigative stages above.</p> <p>Complaints about the conduct of board members should be relayed to the Chair of the board for investigation and resolution through board processes. If a complaint relates to the Chair then the complaint should instead be relayed for investigation and resolution to another office bearer, or board member designated for that role.</p> <p>The timescales for initial investigation and reply above should be followed for board member complaints.</p>
Appendices to policy	<p>Appendix 1 – Contacting OSCR</p> <p>Appendix 2 – Fundraising Complaints</p>
Related policy documents	Confidentiality, Whistleblowing, Donors Charter, Recruitment & Advertising, Customer Care
This policy was reviewed	November 2020
Next review date	November 2023

Appendix 1 – Contacting the Scottish Charities Regulator (OSCR)

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 tel: 01382 220446, fax: 01382 220314, www.oscr.org.uk

Appendix 2 – Fundraising Complaints

Move On abides by the Institute of Fundraising's Member Code of Conduct and also by the Code of Fundraising Practice which represents the standards expected of all fundraisers and fundraising organisations. Any concerns relating to fundraising should follow the 3-stage process below:

1. Contact Move On's Executive Director by phone, e-mail or post. The complaint will be acknowledged by e-mail or post within 10 working days, and a full response sent within 30 calendar days
2. If a complainant is unhappy about the resolution at stage 1, they can appeal to Move On's Board of Directors for a response within 30 calendar days, addressing the complaint to The Chair, Move On, 4th Floor, 24 St Enoch Square, Glasgow G1 4DB.
3. If the complainant remains dissatisfied with the way Move On has handled the complaint, the final step is to contact The Scottish Fundraising Standards Panel, either

online: <https://www.goodfundraising.scot/make-a-complaint/>

by e-mail: complaints@goodfundraising.scot

or by phone: 0808 164 2520.