



The Bield at Blackruthven

The Bield at Blackruthven (including Southton Smallholding) Complaints Procedure



At all times we aim to provide the highest standard of service at the Bield. If, however, for any reason you think we have fallen short on our standards you are invited to let us know. Our complaints procedure is designed to enable you to inform us of your concern and equally to help us learn and improve where this is needed.

The Bield at Blackruthven take complaints very seriously. If you have a complaint about our organisation, we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase supporter satisfaction;
- To use complaints constructively in the planning and improvement of all services.

What is a complaint? It may include one or more of the following:

- Changes which would improve the service provided.
- Something which requires action – especially in terms of property or maintenance.
- Criticism – where something has happened which does not reflect good practice.
- Expression of dissatisfaction – in the instance that expectations have not been met.

How to complain

Many complaints can be resolved informally. In the first instance contact The Bield at Blackruthven and, if you feel able, speak to the member of staff who is working with you or ask to speak to their manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Written complaints should be sent to:

The CEO
The Bield at Blackruthven
Blackruthven House
Tibbermore
PERTH PH1 1PY

Phone: 01738 583 238

Email: info@bieldatblackruthven.org.uk

If the complaint relates to the CEO then a written complaint should be addressed to:

'Chair of the Board at the Bield'

Email:

Jayne@bieldatblackruthven.org.uk

What will we do on receiving your complaint?

- We will listen and record your complaint and advise you how it will be handled.
- We will investigate.
- We will take action to resolve the problem and tell you what the action is.
- We will take steps to avoid a repeat occurrence.

Approved 220324/ Review due March 2025.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for our staff.

Confidential information in relation to your complaint will be handled sensitively.

We are unable to respond to anonymous complaints or matters for which the charity is not directly responsible.

How long will it take to respond?

We endeavour to respond to all written complaints within 10 working days.

You will receive acknowledgement of your complaint within 5 working days of receipt. You will be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

Whenever possible we will deal with it more quickly, if we think it will take longer, we will let you know.

If an in-depth investigation is required, we aim to provide a response within 20 working days.

There are bodies which have regulatory responsibility for charities, and it may be that your complaint relates to one of these areas. If so, the relevant contact details are given below:

In relation to governance:

Complaints
The Scottish Charity Regulator (OSCR)
2nd floor, Quadrant House
Dundee
DD1 4NY
01382 220446
info@oscr.org.uk

In relation to fundraising:

Fundraising Regulator
Eagle House
167 City Road
London EC1V 1AW
0300 999 3407
complaints@fundraisingregulator.org.uk