

16.0	Argyll & Bute Third Sector Interface (ABTSI) Complaints Policy
16.1	<p>Introduction</p> <p>ABTSI is committed to providing high-quality services and welcomes feedback from individuals and organisations. We value your opinion and strive to address any concerns or issues raised promptly and effectively. This complaints policy outlines the procedures for submitting and resolving complaints within ABTSI.</p> <p>Purpose</p> <p>The purpose of this policy is to provide a framework for handling complaints in a fair, transparent, and timely manner. We aim to maintain open communication channels and improve our services based on the feedback received.</p> <p>Definition of a Complaint</p> <p>A complaint is defined as an expression of dissatisfaction with ABTSI's services, actions, or lack of actions, where a response or resolution is explicitly or implicitly expected.</p>
16.2	<p>Complaint Submission</p> <p>Initial Contact</p> <p>In the first instance, individuals are encouraged to address their concerns directly to the staff or volunteer responsible for the service or action in question. Most issues can be resolved at this level, ensuring a quick and satisfactory outcome.</p> <p>Alternative Contact Methods</p> <p>If the initial contact does not provide a satisfactory resolution, or if individuals feel unable to approach the staff or volunteers directly, complaints can be submitted using one of the following methods:</p> <p>Email: Send your complaint to complaints@argylltsi.org.uk.</p> <p>Phone: Call 0300 303 4141 then press 6 to speak to the Business Manager.</p> <p>Written Submission: Address your complaint in writing to:</p> <p>Argyll and Bute Third Sector Interface 27a Front Street, Inveraray, PA32 8UY</p>

	<p>Anonymous Complaints</p> <p>ABTSI accepts anonymous complaints; however, please note that providing contact information enables us to investigate and respond more effectively. All complaints will be treated with strict confidentiality.</p>
<p>16.3</p>	<p>Complaint Handling Process</p> <p>Acknowledgement</p> <p>ABTSI will acknowledge receipt of a complaint within three working days of receiving it.</p> <p>Investigation</p> <p>A designated staff member will be assigned to investigate the complaint thoroughly. The investigator may request additional information from the complainant or relevant parties involved to gather all necessary facts.</p> <p>Response Timeframe</p> <p>ABTSI aims to resolve complaints within ten working days. However, some complaints may require more time due to their complexity or the need for external consultations. In such cases, ABTSI will provide regular updates on the progress and inform the complainant of the revised expected response time.</p> <p>Communication</p> <p>ABTSI will maintain open lines of communication with the complainant throughout the investigation process. We will provide updates on the progress and inform the complainant of the outcome in writing.</p> <p>Records</p> <p>ABTSI will maintain accurate records of all complaints received, including the details of the complaint, investigation process, and resolution. These records will be stored securely and handled in compliance with relevant data protection regulations.</p>
<p>16.4</p>	<p>Appeal Process</p> <p>Unsatisfactory Response</p> <p>If a complainant is dissatisfied with the response received or the handling of their complaint, they have the right to appeal. The appeal should be submitted in writing,</p>

clearly outlining the reasons for the appeal and any additional information or evidence supporting their case.

Chief Executive Review

The appeal will be reviewed by the Chief Executive, who will conduct a thorough assessment of the complaint, investigation process, and response. The Chief Executive may seek further information or consult with relevant parties before making a final determination.

If the complaint concerns the Chief Executive, or there is a conflict of interest, then the review will be conducted by an independent third party, for example, by our external HR advisor. In such circumstances, the particular reviewer will be appointed according to the skills required.

Chair of Trustee Board Review

If the complainant remains dissatisfied with the Chief Executive's response, they have the right to request a final review by ABTSI's Trustee Board or one of its authorised nominees.