

# Complaints Policy

Sailability Scotland SCIO is committed to operating in an open, accountable, and transparent way, in line with the requirements of the **Office of the Scottish Charity Regulator (OSCR)**. We recognise that complaints provide an opportunity to improve our services and governance.

## What is a complaint?

A complaint is any expression of dissatisfaction about the activities, decisions, actions, or conduct of Sailability Scotland SCIO, its trustees, volunteers, or representatives.

This policy does **not** cover:

- Safeguarding concerns (these are dealt with under our Safeguarding Policy)
- Matters requiring immediate emergency action

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## How to make a complaint

Complaints should normally be made in writing and include:

- Your name and contact details
- A clear description of the concern
- Relevant dates, events, or individuals involved
- Any steps already taken to resolve the issue

Complaints should be sent to:

**[chairman@sailabilityscotland.org.uk](mailto:chairman@sailabilityscotland.org.uk)**

If the complaint relates to this address or to a specific trustee, it may be directed to any trustee of Sailability Scotland SCIO.

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## How complaints are handled

Sailability Scotland SCIO will ensure that complaints are handled fairly, consistently, and without undue delay.

## 1. Acknowledgement

Complaints will be acknowledged within **7 days** of receipt.

## 2. Investigation

The complaint will be considered by a trustee or trustees who were not directly involved in the matter, where reasonably possible.

## 3. Response

A written response will normally be provided within **28 days**.

If additional time is required, the complainant will be informed of the reason and given an updated timescale.

## 4. Outcome

The response will explain:

- The findings of the review
- Any actions taken or proposed
- The reasons for any decision reached

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## Review and escalation

If the complainant is not satisfied with the outcome, they may request a review by the Board of Trustees.

The decision of the trustees following this review will be final.

If concerns remain about the governance or administration of the charity, the complainant may raise the matter with **OSCR**.

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## Confidentiality

All complaints will be handled sensitively and confidentially.

Information will be shared only with those who need to know in order to investigate and resolve the complaint.

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## Record keeping

Sailability Scotland SCIO will maintain a secure record of complaints received and the actions taken, in line with good governance and regulatory requirements.

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## **Commitment to improvement**

Sailability Scotland SCIO views complaints as an opportunity to learn, improve practice, and strengthen accountability.