



Complaints Policy

1.0 Purpose of the Policy

Make 2nds Count strives for the highest standards in all that we do but we recognise that we sometimes get things wrong despite our best intentions. When we make a mistake we want, and need, to be informed so we can improve in the future.

This policy applies to supporters, campaigners, partners, volunteers and clients. Staff who have complaints relating to their employment should channel those through HR-related policies including the Whistleblowing policy and the grievance process (outlined in the staff handbook)¹.

2.0 Outline of Procedure

1. A complaint can be made by any individual or organisation who wishes to report dissatisfaction about the standards of service, actions or lack of action by M2C or its staff, volunteers or anybody directly involved in the delivery of our work. The incident or occasion must be no older than three years old.
2. We aim to resolve complaints within 21 days. Where this is not possible, the complainant will receive an update within 21 days on progress made to date and when they can expect to receive an outcome.
3. Those who have raised a complaint and who are unsatisfied with M2C's response to that complaint have the right to appeal. The appeals procedure is described later in this document.
4. Everyone who makes a complaint will be treated with respect at all times. In return we expect complainants to communicate their complaints to us fairly and appropriately.
5. We will log and monitor all complaints we consider to be serious as well as the outcome of such complaints; this information will be brought, regularly, to the attention of appropriate senior managers in order that we learn and improve what we do in future.

¹ A complaint will normally be made formally to the organisation through one of the means outlined in section 3.0 however sometimes a stakeholder has something which they don't class as a complaint but feel it is something from which we could learn. Although such feedback will not be treated as a 'complaint' it is important that, as a learning and responsive organisation, this feedback is shared internally.

3.0 How to Make a Complaint

A complaint can be made to M2C in any of the following ways:

1. In writing to:
Complaints, Make 2nds Count, Gyleworks, 34, South Gyle Crescent, Edinburgh
EH12 9EB
2. By email to: emma.hall@make2ndscount.co.uk
3. By phone : 0131 357 4811

4.0 How We Will Respond

Any complaint will be assessed in terms of the best way to deal with it and identify the issues to be investigated. An investigation will be led by a suitable person who is independent from the issues raised, typically:

| Subject of Complaint | Lead Investigator | Appeal Heard By |
|----------------------------------------|------------------------------------------------------------------|-------------------|
| Service delivery or information | Executive Director | CEO |
| Marketing, Communications, Campaigning | Executive Director | CEO |
| Grant giving | Executive Director | CEO |
| Fundraising | Executive Director | CEO |
| Volunteers | Executive Director | CEO |
| Staff | Executive Director | CEO |
| Executive Director | CEO | Chair/ Vice-Chair |
| CEO | Vice-Chair or nominated Trustee | Chair |
| Trustees | Vice-Chair/ CEO | Chair |
| Chair | Nominated Trustee/ Consider independent external investigator | Vice-Chair |

Within 21 days of receiving a complaint we will send either:

1. A final response which adequately addresses the complaint; or
2. A response which explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response.

Once the investigation has been completed and the appropriate response and action agreed, the lead investigator will respond to the complainant with the following information:

1. A written response describing the details of the complaint.
2. Comments addressing each of the violations in the complaint.
3. Explain the investigations undertaken to consider the complaint. State the findings resulting from the investigation.
4. Explain any improvements made as a result of the complaint.

5.0 Appeal Process

If the claimant remains dissatisfied with the outcome of the decision regarding the complaint, they have 28 days in which to appeal. The complainant will be told the person to contact in relation to their complaint (see table above) setting out briefly: the steps already taken; details of the response already received; a statement as to why they remain dissatisfied.

M2C will commit to respond to the complainant within 21 days either with the result of the appeal investigation or an update as to why the appeal could not be resolved in that time frame.

If the complainant is still dissatisfied, they will be notified that they can refer their complaint to:

OSCR

The Fundraising Regulator

The Information Commissioner

6.0 Learning from Complaints

The Board will be made aware of serious complaints as they arise. Other complaints, together with remedial action taken and 'lessons learned' will be fed back to the Board through management reporting.

7.0 Ensuring Stakeholders Are Aware of our Complaints Policy and Procedure

The Complaints Policy and procedures underpinning it will be communicated as follows:

1. Staff: staff will be trained to understand the policy and the role they play in it, particularly where they are likely to be lead investigators, or will support an investigation.
2. Volunteers: will be updated via a newsletter or similar appropriate communication channel.
3. The public including our community: the website will include a link to the complaints policy.

8.0 Reviewing the Policy

The policy will be reviewed two-yearly.

Document version control

| Version number | Change or update | Author or owner | Date |
|----------------|------------------|-----------------|---------|
| 1.0 | Initial review | Sam Dixon | June 24 |

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| | Reviewed by Noms Committee | Heather Moffitt | June 24 |
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