

Human Rights Consortium Scotland – Complaints Procedure

The Human Rights Consortium Scotland is committed to excellence, fairness and accessibility in all that we do. We know that sometimes we will get things wrong, and when we do we want to say sorry, try to put things right and / or learn from our mistake. We are always learning as an organisation. In order to do so, we need you to give us any comments about our work, and to tell us when we get things wrong.

You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness.

Step 1: Initial complaint

If you are unhappy about any aspect of Human Rights Consortium Scotland's work, please first of all contact the relevant staff member or Director to raise your concern. Often we will be able to discuss the problem, give you a response straight away, and make changes or provide explanation that addresses your complaint.

Step 2: Making a formal complaint

- **How to make a formal complaint**

If you are not satisfied with our response, please write to the Director setting out the reason for your complaint in as much detail as possible. You can do so:

By email: info@hrcscotland.org

By post: 66 Hanover Street, Edinburgh EH2 1EL

Alternatively, you can write to the Chair of the Board at chair.hrcscotland@gmail.com

We can also accept complaints in film or audio, sent to info@hrcscotland.org

- **After we receive your complaint**

You will receive a written acknowledgement within five working days.

All formal complaints will be logged so that we ensure that we respond well, and to maintain an appropriate record to help with good governance. The personal data you provide will be stored securely and not shared beyond the Consortium, and will be deleted after 7 years.

If at this stage the Director considers the complaint to be vexatious, abusive to a member of staff or a volunteer, or repetitive, the Director will write to you to let you know that your complaint will

not be investigated any further, and that the matter is closed. The Director will report all such responses to the Trustees for information, and to determine any further action required.

- **Investigating your complaint**

The aim is to investigate your complaint properly. If we require further information or discussion in order to do so, we will contact you by email to ask if this would be possible. When investigating your complaint, in addition to the facts of the complaint, we will consider whether people have been treated with dignity and respect, the overall mission of the Consortium, and matters of good governance related to our organizational policies.

- **Responding to your complaint**

We aim to give you a reply within 28 working days, setting out our response to your complaint including any action that will be taken to deal with the problem you raised. If this timescale is not possible for any reason, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair of the Board who will report the matter to the next meeting of the Trustees (usually every 2-3 months). Taking into account the complaint and the investigation, the Trustees will decide on whether any further steps are necessary to resolve the situation, and they will write to you to inform you of their decision. The decision of the Trustees is final.