



A Scottish Charitable Incorporated Organisation

BERTIE BUS COMPLAINTS POLICY & PROCEDURE

BACKGROUND

If anyone has a complaint about anything to do with the charity Bertie Bus, the charity wants to hear about it and will investigate it fully and, if the complaint is upheld, will do its best to put it right.

AIMS

Bertie Bus's 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 use complaints constructively in the planning and improvement of its services.

WHO CAN COMPLAIN?

Anyone who is receiving a service from Bertie Bus, has been refused a service from Bertie Bus, or is caring for someone who uses or has been refused a service from Bertie Bus.

Any volunteer for Bertie Bus.

PROCEDURE

- In the first instance the complainant should contact the Chair of Bertie Bus, or if the complaint is about the Chair, then the Vice Chair of Bertie Bus. The complaint should be made in writing.
- Where the complaint is made to a Bertie Bus volunteer (eg Group Leader), the volunteer will pass on the complaint to the Chair (or Vice Chair).
- The Chair (or Vice Chair) will acknowledge receipt of the complaint immediately, explaining that a response will be made within fourteen days pending a detailed investigation.
- The Chair (or Vice Chair) will investigate the complaint by:

- informing the person(s) about whom the complaint is made immediately, in person where possible and hearing their version of events;
 - informing all Trustees that the incident has occurred, identifying the nature of the complaint, naming the complainant and any volunteers involved, while stressing the confidentiality of the issue;
 - consulting any witnesses;
 - consulting with Officers, Trustees and relevant volunteers where appropriate to find a resolution;
 - keeping the Officers informed of progress at every stage.
- All correspondence about the complaint during the investigation process should be with the Chair (or Vice Chair), unless the Chair has nominated a relevant volunteer (eg Group Leader) to liaise with the complainant.
 - The Chair (or Vice Chair) will respond to the complaint within fourteen days of the date of receiving the complaint, offering a resolution if possible.
 - If further time is required to pursue an investigation into the circumstances and offer a resolution, the Chair (or Vice Chair) will notify the complainant within fourteen days of the date of receiving the complaint and every seven days thereafter until a resolution is found.
 - Trustees will be responsible for correcting or suppressing any incorrect rumours that may occur, assuring volunteers that a thorough investigation is taking place in accordance with this Complaints Policy.
 - If the complaint concerns issues which could affect other volunteers, or the way in which Bertie Bus operates, the Chair (or Vice Chair) will seek agreement with the Board of Trustees on any information to be circulated to volunteers or changes to policies or procedures.
 - If the complainant is not satisfied with the resolution offered by the Chair (or Vice Chair) they may write formally to the Board of Trustees, whose decision will be the final one on behalf of Bertie Bus.
 - If the complainant is still not satisfied, then they can complain to OSCR www.oscr.org.uk, the Scottish Charity Regulator, who regulates Bertie Bus.
 - The Chair (or Vice Chair) will keep a written record of the complaint, the stages of investigation, the final resolution, and any alterations that have to be made to policies or procedures.

Any complaint made in writing to any Bertie Bus volunteer should be treated as a formal complaint, with responses made in writing, and written records made of any conversations agreed by all parties, in case the situation is not resolved and the complainant wishes to take it further.

ADMINISTRATION

The Chair of Bertie Bus is responsible for the administration, revision, interpretation, and application of this Policy. The Policy will be reviewed annually and revised as needed.

APPROVED BY TRUSTEES NOVEMBER 2024