



Glasgow City Mission
Complaints Policy

September 2021

1. Policy

1.1. Glasgow City Mission views complaints as an opportunity to put things right for the person or organisation making the complaint, and to learn and improve for the future.

1.2. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with us.

1.3. We will ensure that our Complaints Policy:

- Is clear and easy to use.
- Is well publicised, so that people know how to contact us.
- Ensures that everyone at GCM knows what to do if a complaint is received.
- Ensures complaints are handled in a timely and fair manner.
- Helps us gather information to improve what we do.

2. What is a complaint?

2.1. A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Glasgow City Mission's activities which mean that we have failed to meet expectations, or our high standards. This may cover any of our services, administration, fundraising and marketing, or any staff member or volunteer.

2.2. This policy does not cover complaints from staff, who should refer to the Grievance Policy in the staff handbook; but it can be used by volunteers who wish to raise a complaint.

2.3. It is our policy to provide an environment for all our guests which is free from abuse, discrimination, victimisation, intimidation and harassment and which upholds the principles of equality, access, participation and rights. Those rights include:

- To be treated with respect, fairly and equally.
- To be free from physical and other forms of abuse, intimidation or harassment.
- To be fully informed about services or support available.
- To actively participate in decisions which affect them.
- Have any issues discussed, treated in a confidential manner.
- Make suggestions about the delivery and effectiveness of the service.

2.4. A complaint may be from one of our guests and related to the service or support we offer. A complaint may be raised by any guest and we will take into account different ways of preferred communication.

2.5. All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

3. Complaints Procedure

- 3.1. If you are one of our guests or are in contact with a staff member, we would encourage you to raise your complaint face-to-face as soon as possible. We hope it might be possible to resolve the issue immediately. Equally, you can ask to speak with a manager. Our guests have the right to have someone present to speak on their behalf should they desire it.
- 3.2. Alternatively, you can contact us to make your complaint using the following means:
- Phone on 0141 221 2630. Someone will record your complaint.
 - Email us info@glasgowcitymission.com.
 - Or write to us at: Glasgow City Mission, 20 Crimea Street, Glasgow, G2 8PW.
- 3.3. We will acknowledge receiving your complaint within 5 working days.
- 3.4. To help us deal with your complaint promptly and accurately we need to know:
- Exactly what the problem was and how it occurred. Give as much information as possible.
 - Include any relevant names and dates.
 - Please explain how it has affected you.
 - What you consider should be done to put the matter right.
 - Your preferred method of communication.
- 3.5. We will then investigate your complaint and aim to respond to you within 10 working days from acknowledging receipt of your complaint. If we think it will take longer than this, we will let you know.
- 3.6. The Response will include the following:
- An explanation of how the complaint has been considered.
 - An explanation based on facts.
 - Whether the complaint is upheld, in part or in full, or is refuted.
 - The conclusions reached in relation to the complaint.
 - Confirmation that we are satisfied any action has been or will be actioned.
- 3.7. If you are dissatisfied with the outcome of our investigation then you may seek an appeal to the Chief Executive (or if your complaint is regarding the Chief Executive, then you may appeal to the Chair of the Board of Trustees). Your appeal must be received by us within 10 working days of our notification to you of the outcome of our investigation.

4. Situations where we may not respond to a complaint

- 4.1. We uphold that any person is entitled to express their views on our services and that those views should be taken seriously where this is warranted. We will not, however, tolerate any abusive or discriminatory language or behaviour towards any of our staff. Under these circumstances we may choose not to proceed with an investigation.
- 4.2. If a complaint is about something that GCM has no direct connection to. We may choose to reply to clear our name but we are not obliged to.
- 4.3. If a complaint is about a service provided by one of our partners. We would support a guest to take their complaint to that organisation.
- 4.4. If someone unreasonably pursues a complaint we have already responded to. After we have responded to an appeal we may choose not to reply again. We will inform the complainant of our decision to do this.

4.5. When a complaint has been sent to us and numerous other organisations as part of a bulk mailing or spam email exercise. We may choose whether it is necessary for us to reply.

5. Staff Responsibility

It is the responsibility of staff to:

- Be fully cognisant of this policy and how to deal with a verbal complaint.
- Be aware of other related policies, such as safeguarding, that relate to how we treat guests and members of the public.
- Promote the highest standards of service delivery.
- Make guests aware of this policy in a format suitable to them in an open and inviting manner.

6. Recording

We keep a record of the complaints we receive, the outcomes of any investigations and the reasons for any decisions. The charity's management team review any complaints we receive to identify any trends or wider learning.

7. Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.