



*From the community  
For the community*

Rousay, Egilsay and Wyre Development Trust is a charitable company limited by guarantee. Co. Reg. No: SC318527 Charity Reg. No: SC040407  
Registered Office: The Manse, Rousay, Orkney, KW17 2PR.  
Telephone: 01856 821229. e-mail: [info@rewdt.org](mailto:info@rewdt.org)

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## **Rousay, Egilsay and Wyre Development Trust.**

**This policy also covers all subsidiaries e.g. REWIRED Ltd.**

### **Feedback & Complaints Policy**

Signed: ..... Date: .....

Print Name: .....

(Trust Chair)

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Version 1.8

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Author: Helen Castle (Company Secretary).

**Document Status:** - Approved

<b>Version Number</b>	<b>Date</b>	<b>Comments</b>
V 1.0	14/06/12	First draft, sent to directors for comments.
V1.1	25/07/12	Amended in line with directors comments.
V1.2	03/07/12	Final version sent to directors and staff
V1.3	11/07/12	Adding an 'appeals section' so that this policy can be used for grant application appellant.
V1.3	14/08/12	Approved by the Board.
V1.3	07/11/12	Change of email address to new one.
V1.4	23/09/13	Amended with new director names following changes at recent AGM
V1.5	17/10/2013	Changes are Cosmetic due to house style font and under references section due to changes on EO laws.
V1.6	25/02/2014	Laura's name added to signing sheet and Richard's removed due to staff changes.
V1.7	08/12/2014	Amended director names to reflect changes at 2014 AGM.
V1.8	11/08/2015	Emailed to directors for approval at board meeting on 19/08/15 minor change due to new Comments, Suggestions, Complaints & Feedback form introduction.
V1.8	19/08/2015	Board Approved.

Further copies of this document can be obtained from the company secretary.

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## **1. Introduction and Policy Statement**

- This policy states the Trust's procedure relating to feedback of any kind, including complaints, in respect of any action, grant or work undertaken by or on the behalf of, the Trust, its directors, volunteers and staff.
- This document outlines the overall policy of the Trust and its trading subsidiaries.
- This document may be amended in line with best practice and statutory requirements, and to ensure business needs are met. The Board will be consulted and advised regarding any changes.
- The Trust aims to deliver high quality services to or on behalf of the communities of Rousay, Egilsay & Wyre. We welcome all feedback and aim to deal with any concerns raised in a fair and consistent way.
- The Trust wishes to listen to all views and values any contributions to improving our delivery of projects and services. The Trust wishes to learn from good practice as well as any mistakes, thus building on past experiences to improve our future contributions to the three isles.

## **2. Purpose and Scope of Policy**

- The Trust will consult with our Board and employees on matters relating to this policy.
- This policy applies at not only the Trust's premises but also anywhere staff and volunteers are working as part of their employment and includes any social occasions organised by the Trust.
- This policy and procedure can be used in connection with the REW Development Trust's Grant Applications process.

## **3. Related Policies**

- Disciplinary Policy/Procedure
- Equal Opportunities Policy
- Health & Safety Policy
- Grievance Policy

## **4. Key Aims & Principles**

This procedure will work in accordance with the following key principles: -

4.1 The community (as stated in this policy) is considered to be anyone who is affected in anyway by the work of the Trust.

- The community are encouraged to give us feedback (including any complaints) either by email, letter, telephone, or in person at our offices. If they require any help in this procedure, the Trust's staff will assist in any way we can.
- The Trust will then record and analyse all feedback and complaints

- The Trust will use plain language in all communications
- The Trust will follow this policy's procedure in monitoring targets for responding to feedback.
- The Trust will contact the complainant, where we cannot resolve a complaint straight away, giving them a named member of staff, phone number, email contact address and target date for a response.
- The Trust will keep complainants informed when we cannot send them a response within our target timescales.
- The Trust will review each piece of feedback carefully to establish what lessons can be learnt and if/how we can improve our services as a result.

#### 4.2 **What is Feedback/Complaint: -**

**Feedback** – is a general statement about the Trusts policies, practices or a service/project as a whole or in part that has had an impact on the complainant/s. It can be positive or negative in nature and include suggestions for improvement. Feedback may therefore be an expression of praise about a Trust activity or about the helpfulness, attitude or approach of a Trust director, member of staff or volunteer. Any such positive feedback will be appreciatively recognised in an appropriate manner.

**Complaint** – is an expression of dissatisfaction or disquiet with the quality of service/project or with the failure to provide a previously agreed service/project or with the attitude or behaviour of a Trust director, member of staff or volunteer.

#### 4.3 **Time limit for making a complaint**

Our aim is to put right anything that seems wrong as quickly as possible, therefore there is normally a six month time limit for making a complaint to the Trust. The time limit will only be extended if the Chair deems it is still possible to consider the complaint effectively and efficiently and there are circumstances which enable resolution of the complaint.

The Chair will take the following factors into consideration when deciding if a complaint should be accepted outside the six months' time limit.

- Is it a genuine complaint
- If an investigation were to be conducted, what would be the benefit to the complainant and what could the Trust learn from this investigation.
- Is there likely to be sufficient access to information or individuals involved at the time the problem occurred to enable an effective and fair investigation to be carried out.
- Any other special factors.

### 5. **The Formal Procedure.**

5.1 A complainant can give feedback or make a complaint either in the following ways: -

- Telephone the office on 01856 821229
- Email [info@rewdt.org](mailto:info@rewdt.org)
- In writing to REW Development Trust, The Manse, Rousay, Orkney, KW17 2PR.

- Using the REW DT Comments, Suggestions, Complaints & Feedback form
- By contacting the Chair by writing either via the office or directly.

## 5.2 What Happens Next?

The feedback/complaints process can be explained using the following steps: -

- **Step 1 – Recording your Feedback/Complaint:** The person receiving your feedback/complaint will make a written record of it. If this is not the company secretary they will pass this information onto her/him straight away. This enables the Trust to monitor the amount of feedback the Trust receives and the number and type of complaints will assist the Trust in improving the Trust's services and working relationship with the resident of our communities. All complaints will be reported to the board at the next board meeting following the receipt of the feedback/complaint.
- **Step 2 – Acknowledging your Feedback/Complaint:** Whenever possible the feedback/complaint will be dealt with at the first point of contact. If this is not possible the feedback/complaint will be acknowledged within ten working days by the company secretary.
- **Step 3 – Responding to your Feedback/Complaint:** The complainant will be contacted to agree the best way to deal with the particular feedback/complaint. The Trust's aim is to give the complainant a full response within ten working days of the presentation of the information at a board meeting. If for any reason the Trust cannot do this the Trust will let the complainant know when they can expect to receive a response.
- **Step 4 – Room for Error:** If the Trust has made a mistake the Trust will apologise and try to put things right. The Trust will explain what actions the Trust intends to take as a result of receiving the feedback/complaint. If the mistake has resulted in a financial loss to the complainant, the question of compensation will be considered on an individual basis. Any changes and/or improvements will need to be approved by the Board at the earliest opportunity.
- **Step 5 – The Complainant's Right to Respond :** On receipt of the Trust's response, the complainant has up to 20 working days in which to decide whether to accept or reject the actions/recommendations the Trust has stated to resolve the feedback/complaint. If the complainant is not satisfied they should contact the company secretary or Chair. The Trust may offer the opportunity to meet to discuss with the complainant the best way forward or the complainant may register an appeal.

- ## 5.3 Record Management and Data Protection:
- All aspects of this policy and procedure will meet the requirements of legislation regarding Data Protection. Any personal information obtained in relation to feedback/complaints will only be used for that purpose.

#### **5.4 The Complainant's Right to Appeal.**

If any matter is not resolved to the complainant's satisfaction within the timescales agreed, they have the right to appeal the decision and should submit an appeal in writing to a designated member of the Board within 20 working days (*same as Grievance policy*) of being notified of that decision. The appellant must make clear the reasons for the appeal.

5.4.1 The designated director (who previously will have had no direct involvement in the complaint) will call a meeting within five working days of the request. Having carried out whatever investigation is deemed necessary, the designated director will give a decision, in writing, within five working days of the meeting. More than one director may be at the appeal meeting. The decision made at this meeting will then be final, and there is no further right to appeal.

5.4.2 Appellants must note that an appeal hearing is not intended to repeat the details heard previously regarding the feedback/complaint, but to focus on specific factors which the appellant feels have been with dealt with unfairly or which have received insufficient consideration, such as:

- Extenuating circumstances
- Bias
- Unfairness in the conduct of the meeting
- New evidence subsequently becoming known

5.4.3 Where new evidence arises during an appeal, the appellant will be given the opportunity to comment upon this before any action is taken. It may be appropriate to adjourn the appeal to consider any new evidence that arises.

### **6 Evaluation and Monitoring**

6.1 The Trust will ensure that full records are kept of the nature and treatment of every feedback/complaint for a period of 2 years considered under this policy and procedure. Particular attention will be paid to the lessons learnt, nature of the feedback/complaint and trends, timeliness of response and resolutions.

6.2 The Trust will report annually on all feedback/complaints to the board and progress on responding to any 'live' feedback/complaint will be recorded on the staff report for the next board meeting. 6.3 The Trust will write to all complainants on completion of the feedback/complaint procedure process to ascertain if the complainant is now satisfied with the way the feedback/complaint was handled and if the outcome has resulted in any improvements. See Appendix 1 Complainant Feedback Questionnaire.

### **7 Insurance Claims**

If a third party claim for damage or injury is made against the Trust's insurers, then there is no further redress through the complaints procedure in relation to an unsuccessful claim. The claimant would need to seek independent legal advice.

## **8 Complaints about the conduct of contracted services and/or their employees.**

- 8.1 Complaints of this nature would need to be directed to the relevant company/organisation. Any positive feedback the Trust received regarding contracted out services will be passed on to the company/organisation within ten working days of receipt.
- 8.2 We require any organisation or individual providing services on our behalf to comply with this policy. We will ensure we have protocols with partners and partner organisations to make sure all feedback/complaints are managed effectively. We require our contractors to:
- Record and respond to any feedback/complaints in line with this policy
  - Provide us with this information straight away
  - Assist us with any investigations where necessary

## **9 Policy Review**

The Board will review this policy annually at the first full board meeting following the annual AGM. And will ensure: -

- Employees and volunteers (as appropriate) receive sufficient information, training and supervision on all feedback/complaint related matters.

## **10 References**

Key Legislation

- Equal Opportunities and Discrimination (Equality Act 2010)
- Human Rights Act (1998)
- Special Educational Needs and Disability Act (2001)
- Race Relations (Amendment) Act (2000)
- EU Equal Treatment Framework Directive (2000), European Law
- Employment Rights Act (1986 & 2002)
- Employment Equality (Religion and Belief) Regulations (2003)
- Employment Equality (Sexual Orientation) Regulations (2003)
- Gender Recognition Act (2004)
- Disability Discrimination Act (2005)
- Age Discrimination Regulations (2006)
- Racial and Religious Hatred Act (2006)
- Protection from Harassment Act 1997.
- Rehabilitation of Offenders Act 1975
- Data Protection Act 1998

The policy will be amended as appropriate to meet the demands of future legislation or any changes to the REWDT Community Grant Application Scheme.

## **Appendix 1 - Complainant Feedback Questionnaire**

To be copied onto REWDT headed letter page.

CUSTOMER NAME

ADDRESS LINE 1

ADDRESS LINE 2

POSTCODE

DATE

### Customer Feedback Questionnaire

Dear (COMPLAINANT'S NAME),

We would be very grateful if you could spare us a few minutes to complete this questionnaire, it will not take you long.

We use this information to help us improve the feedback/complaints process. If you would prefer to speak to someone regarding this questionnaire, please call the office on 01856 821229 and if needed we will telephone you back at a time convenient to you.

Please return the completed questionnaire to the Trust at The Manse, Rousay, Orkney, KW17 2PR.

Or you can complete the questionnaire via email if you prefer, please let us have your contact email address and we will send you an electronic version of this questionnaire.

Thank you for your help,

Yours sincerely

Name and Job Title



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## Rousay, Egilsay & Wyre Development Trust

### COMMUNITY FEEDBACK QUESTIONNAIRE

1. Did you find it easy to give us feedback/make a complaint?

Very Poor	Poor	Satisfactory	Good	Very Good
<input type="checkbox"/>				

Comment: -

2. Was it clear how your feedback/complaint was going to be dealt with?

Very Poor	Poor	Satisfactory	Good	Very Good
<input type="checkbox"/>				

Comment: -

3. Were you happy with the time it took us to deal with your feedback/complaint?

Very Poor	Poor	Satisfactory	Good	Very Good
<input type="checkbox"/>				

Comment: -

**Rousay, Egilsay & Wyre Development Trust**

**COMMUNITY FEEDBACK QUESTIONNAIRE CONTINUED.**

4. Were you happy with the response you received?

Very Poor	Poor	Satisfactory	Good	Very Good

Comment: -

5. Would you like to receive information about what may have changed or improved following the feedback/complaint we received from you? *Yes/No (please circle)*

6. What could we do to improve the experience of informing the Trust of your feedback/complaint?

**THANK YOU FOR YOUR TIME.**