



The Jenniburn Centre SCIO  
370 Tormusk Road  
Glasgow  
G45 0HE

## **COMPLAINTS PROCEDURE: Adopted by the Management Committee<sup>1</sup> 09/07/12**

### **Customers First**

One of The Jenniburn Centre SCIO's priorities is to provide quality and valuable/valued services and facilities for the community.

### **When Things Go Wrong**

We aim to serve the community as efficiently and courteously as possible but acknowledge that things may sometimes go wrong.

When you believe that they have, please let us know. We welcome your comments/complaints as an opportunity to improve the quality of service we offer to Centre users.

### **Let us know about any problems. If, for example:**

- you believe that we have failed to do something, or to offer some service you believe to be relevant
- you believe that we have done something wrong
- you believe that we have treated you unfairly or discourteously
- you have a problem/issue with the services that we provide.

Without your feedback on these issues it is more difficult for us to address problems, real or perceived, or to improve service delivery to the community we seek to serve.

### **How to Complain**

In person - the quickest way to get the problem sorted out is by explaining it to a member of staff.

He or she should do their best to resolve your complaint.

Should first-line staff be unable to offer a satisfactory response, you may wish to make an appointment to meet with the Coordinator or a Trustee/Office Bearer.

Alternatively, you may wish to put your complaint in writing to the Coordinator (*or by e-mail to [gdpeden@jenniburn.co.uk](mailto:gdpeden@jenniburn.co.uk)*), an office bearer, or the Chairperson of the Board of Trustees, at the above address (*or by e-mail to [chairperson@jenniburn.co.uk](mailto:chairperson@jenniburn.co.uk)*).

If you prefer, you can complain by telephone to the number given below.

---

<sup>1</sup> Subsequently adopted by Trustees following transition to The Jenniburn Centre SCIO

## **Assistance**

If you need assistance with your complaint, or feel you are unable to complain yourself, then someone else, a friend or relative, may make the complaint and act on your behalf.

## **What Happens Next?**

### **Stage 1**

Our aim is to resolve your complaint as quickly and easily as possible. The person you first contact will attempt to resolve your complaint.

If this is not possible, the matter will be referred to the appropriate member of staff or an Office Bearer/member of the Board of Trustees for investigation.

If your complaint is in writing, or you ask for a written reply, we guarantee that an initial response will be sent to you within 5 working days of receiving your complaint.

If your complaint is made in person or by telephone and cannot be resolved immediately, it will be passed to the appropriate member of staff or an Office Bearer/member of the Board of Trustees and you will receive a verbal response within 5 working days.

If the matter is more complex or we need to contact other organisations, it may take longer to investigate properly. If this is the case, we will still respond to your complaint within 5 working days.

We will let you know:

- what action is being taken
- who is dealing with the matter
- when you can expect a full reply
- what we anticipate will be the next stage of the process and the name of appropriate member of staff or Office Bearer/member of the Board of Trustees should you wish to take your complaint further.

### **Stage 2**

If you are still dissatisfied, you may write to the Chairperson of the Board of Trustees requesting that he/she conduct a detailed investigation and respond in writing to your complaint.

### **Stage 3**

If the second response to your complaint is not satisfactory, you may forward your complaint to The Jenniburn Centre SCIO's core funders, Glasgow City Council, and they may review the matter should it impinge on issues relevant to their policies and procedures for community facilities.

Please note that these procedures are all subject to the policies and procedures of The Jenniburn Centre SCIO and its core funder (Glasgow City Council), to employment law and other relevant statutes.

### **Anonymous Complaints:**

We will address all complaints, whether or not the source is identified, but obviously cannot respond to someone whose identity is unknown.

Further, we appreciate that the nature of, and/or circumstances surrounding, some complaints might make the complainer reluctant to have his/her identity revealed.

In such cases, every attempt will be made to protect the identity of the complainer and should further investigation jeopardise this anonymity then the matter will be discussed with the source of the complaint prior to any irrevocable steps being taken.

Tel: 0141 630 1323

E-mail: [mail@jenniburn.co.uk](mailto:mail@jenniburn.co.uk)

A charity registered in Scotland: SC047659

*The Jenniburn Centre is supported by grant aid from Glasgow City Council*