



## **Complaints Policy and Procedure**

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© Perth and Kinross Heritage Trust  
Lower City Mills  
West Mill Street  
Perth  
PH1 5QP  
**Scottish Charity No. SC003139**

## 1 Complaints Policy

The policy aims to ensure that:

- All members of the public know how to feedback to the Trust and the process of making a complaint is simple;
- All staff treat feedback seriously and deal with it promptly, efficiently, courteously and keep the complainant informed of the progress;
- Improved complainant relations are built by resolving feedback during the initial stages wherever possible;
- All feedback is recorded and monitored so that we learn from it and, if appropriate, take action to improve our operations.

## 2 Complaints Procedure:

There are three stages of complaints/feedback as outlined below. Please note the final entry which relates to the Perth City Heritage Fund only:

<b>Stage 1</b>	<b>Initial contact and investigation</b>	<p>If you wish to complain or comment about any aspect of the work of the Trust, you are able to do so by telephone, email, letter or in person at the Trust offices.</p> <p>Complaints will be responded to within 10 working days. This enables the Director time to investigate the complaint, in order to provide a response to you. When this is not possible, a timescale for a response will be given together with an explanation. Within a maximum of 30 working days a Stage 1 response will be offered.</p>
<b>Stage 2</b>	<b>Escalation</b>	<p>If you feel the response to your complaint under stage one is unsatisfactory, the next stage is for the complaint to be referred to the Board of Trustees who will investigate and respond as required.</p> <p>Complaints will be responded to within 15 working days. If an interim reply is needed, you will be given a timescale by which a full reply will be received.</p>
<b>Stage 3</b>	<b>OSCR</b>	<p>The Trust is a charity and if you are unhappy with the results of Stage 2, you may in some cases take your complaint to the <a href="#">Office of the Scottish Charity Regulator (OSCR)</a>. The Charities and Trustee Investment (Scotland) Act 2005 gives OSCR the power to make inquiries into apparent or alleged misconduct in charities. Details of what issues OSCR does and does not deal with, and how to make a complaint, can be</p>

		found at: <a href="https://www.oscr.org.uk/about-charities/raise-a-concern/">https://www.oscr.org.uk/about-charities/raise-a-concern/</a>
	<b>HES</b>	Complaints regarding the Perth City Heritage Fund may also be taken to Historic Environment Scotland (HES), the funder of the scheme.

### 3 Complaints Contacts

Stage 1: a complaint can be made to any member of staff or to the Trust Director as outlined above.

Stage 2: Contact with the Trust Chairperson and the Board of Trustees can be made through the Trust Director as outlined above or for staff by reference to the Register of Trustees.

Stage 3: details of how to contact OSCR can be found at: <https://www.oscr.org.uk/contact-oscr/> and for HES at: <https://www.historicenvironment.scot/customer-services/complaints/>