



Complaints Policy and Procedure

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1 Complaints Policy

We aim to provide a high standard of service and welcome feedback on any aspect of our service; such information will be used to help us improve the service. A complaint is any expression of dissatisfaction about our action, or lack of action, or about the standard of service provided by us or on our behalf by others.

Our policy is to handle all complaints in accordance with our published procedure. Our aim is to do so promptly, efficiently and courteously. The complainant will be informed of progress; as far as possible we aim to ensure that early resolution is achieved.

All complaints are recorded and monitored.

2 Complaints Procedure:

You can make a complaint if you are affected by any of the Trust's services or activities. As far as possible we aim to resolve complaints at an early stage, but where this is not possible a further two stages are available if the complainant remains dissatisfied. Below we outline the three stages (please note the final entry relates to the Perth City Heritage Fund only):

Stage 1	Initial contact and investigation	<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. The complainant will receive a written acknowledgement within three working days.</p> <p>Complaints will be investigated and responded to by the Director within 10 working days.. 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>
Stage 2	Escalation	<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>
Stage 3	OSCR	<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 Office of the Scottish Charity Regulator (OSCR). 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</p>

		not deal with, and how to make a complaint, can be found at: https://www.oscr.org.uk/about-charities/raise-a-concern/
	HES	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/>