

COMPLAINTS PROCEDURESCRAN ACADEMY COMPLAINTS PROCEDURE

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Scran Academy views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made a complaint. Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Scran Academy knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

All complaint information will be handled sensitively in accordance with GDPR and Data Protection legislation. Only those directly involved in the case who need to access the information in order to deal with the complaint will be able to obtain relevant confidential information. Scran's aim is deal with any complaint as soon as possible. Many complaints can be resolved informally. In the first instance, if you feel able, speak to the member of staff (or team) with whom you have had contact or ask to speak to the relevant manager, who will try to resolve the matter.

If you are not satisfied or do not wish an informal solution, then please put your complaint in writing. It will help us if you can describe in some detail what happened – please include the date, time and location of the incident; provide your full name, email address and contact phone number; tell us how you would prefer us to contact you.

Please email hello@scranacademy.com We aim to acknowledge your email within 1 working day, and you may be contacted to obtain any additional information that we may require to help us resolve the complaint. We aim to give you a detailed response to any complaint within 7 working days of its receipt. If as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the outcome of your complaint outside of any disciplinary procedure. If a criminal offence is alleged, then the police will be informed.

Can you take your complaint elsewhere?

You can contact the Office of the Scottish Charities Regulator (OSCR) for further information on making complaints about a charity. Their details are:

OSCR, 2nd Floor, Quadrant House, 9 Riverside Drive, Dundee, DD1 4NY Telephone: 01382 220446
Website: www.oscr.org.uk