

External Complaints Policy

User group:	External Stakeholders
Last reviewed or modified:	September 2021
Review date:	March 2023

Policy Statement

Capital City Partnership (CCP) aims to provide a high-quality service that meets the highest expectations of the public, as well as its partners and stakeholders. It welcomes all constructive feedback on experiences of its activities, whether positive or negative and understands that, from time to time, external people or organisations may be dissatisfied or concerned with the way CCP or its staff have acted. CCP will respond, where necessary, by improving procedures, correcting mistakes, and learning from experience.

By making a complaint, any current, future engagement or financial relationship will not be held against the complainant – having made a complaint will not affect the outcome in terms of quality of service experience by the complainant.

Policy brief and purpose

This policy is aimed at people and organisations who come into contact with Capital City Partnership. We refer to these people in this policy as our “external stakeholders”.

We recognise that there may be occasions when external stakeholders are disappointed by how we have performed or where they want to make a complaint. This policy explains how we will deal with this.

Scope

This policy is not aimed at members of staff or volunteers (our “internal stakeholders”). Our internal stakeholders should refer to our grievance policy (outlined in the staff handbook) for details of how to raise a concern about their working/volunteering.

The following procedure is for external stakeholders to follow if they wish to raise a concern or make a complaint about activities that have been undertaken by any member of Capital City Partnership.

Procedure

1) If, as an external stakeholder, you wish to make a complaint you should do so by sending an email to the Chief Executive Officer at the following e-mail address:

rona.hunter@capitalcitypartnership.org.

2) If it is difficult for you to send an email, complaints can be made in writing to our address as follows: Capital City Partnership, 165a Leith Walk, Edinburgh, EH6 8NR, marked for the attention of the Chief Executive.

3) The email or letter should set out the following:

- i. Your name, if the complaint is personal; or the name of your organisation if the complaint is by an organisation. If you are writing on behalf of your organisation, please confirm that you are authorised by that organisation to raise the complaint on their behalf.
- ii. Brief details about the circumstances giving rise to your complaint (the subject matter, the dates of relevant events, who was involved).
- iii. Brief details of the outcome that you would like to see to resolve your complaint.
- iv. Your contact details.

4) If the complaint is about the Chief Executive, please make your complaint by letter marked for the attention of the Chair of the CCP Board at the above address.

5) Once a complaint has been made, the complainant will receive a written acknowledgment, usually within five working days. The Complainant will receive a full written response to their complaint normally within 10 working days with a full explanation and details of how we propose to remedy the situation.

Where it is not possible to meet the above timescales, if for example staff are unavailable, we will write to you to explain and let you know when we are able to give you a full response.

6) If in the first instance you made your complaint to the Chief Executive Officer and are dissatisfied by the written response you receive, you should write to the Chief Executive within 15 working days of getting the response. You should explain why you are dissatisfied by the response and ask for it to be referred to the Chair of the Board.

If in the first instance you made your complaint to the Chair of the Board and are dissatisfied by the written response you receive, you should write to the Chair within 15 working days of getting the response. You should explain why you are dissatisfied by the response and ask for it to be referred to the full Board of Directors who have not previously been involved in the complaint.

7) The Chair or the Board of Directors will review the complaint as soon as practical and give you the opportunity to present your case in person. The decision of the Chair or Board of Directors will be given in writing within 10 working days of the conclusion of the review by the Panel. Their decision is final.

8) In dealing with complaints, the following principles will apply:

- i. Complaints will be handled with sensitivity and due regard to confidentiality; but we may need to disclose details of your complaint either to members of staff or to any advisor or regulator of any member of CCP in order to investigate and respond to your complaint or to comply with our duties to our regulators.
- ii. If there is a delay in the process, we will keep you informed.