



## Dean Acres Community Centre Complaints Policy and Procedure

### **Introduction:**

Any person having a concern about aspects of the running, governance or probity of Dean Acres Community Centre should contact the Charity Board of Trustees using the Contact form that can be found on the Dean Acres Community Centre website - [www.comriecommunitycentre.co.uk](http://www.comriecommunitycentre.co.uk).

### **Making a complaint:**

A complainant may be accompanied by a friend, partner or supporter at any stage of this process.

If concerns cannot be resolved informally, the Complaints Procedure will be started. A Complaint Record will be set up and a Complaint Log will be maintained, recording all discussions and actions taken.

An investigation into the complaint will be carried out and the findings of the investigation will be provided within 28 days of the complaint being received.

It may be helpful to refer to guidance from the Office of the Scottish Charity Register (OSCR) - [www.oscr.org.uk](http://www.oscr.org.uk)

A record of any complaints will be kept in the complaints log for a minimum of three years.

### **Examples of concerns** that should be raised with charity trustees:

- Issues about a service or activity that a charity provides - for instance a service being stopped, a complaint about an item purchased from a charity shop, prices for the charity's services being increased.
- Disputes or disagreements - this includes disputes involving trustees, members, people who want to be members, beneficiaries and staff.

*Note: OSCR's role isn't to resolve disputes between individuals and charities or come to a concluded view on who is right or wrong. We expect charity trustees to work together to resolve such disputes, wherever possible, seeking advice and using mediation services if necessary.*

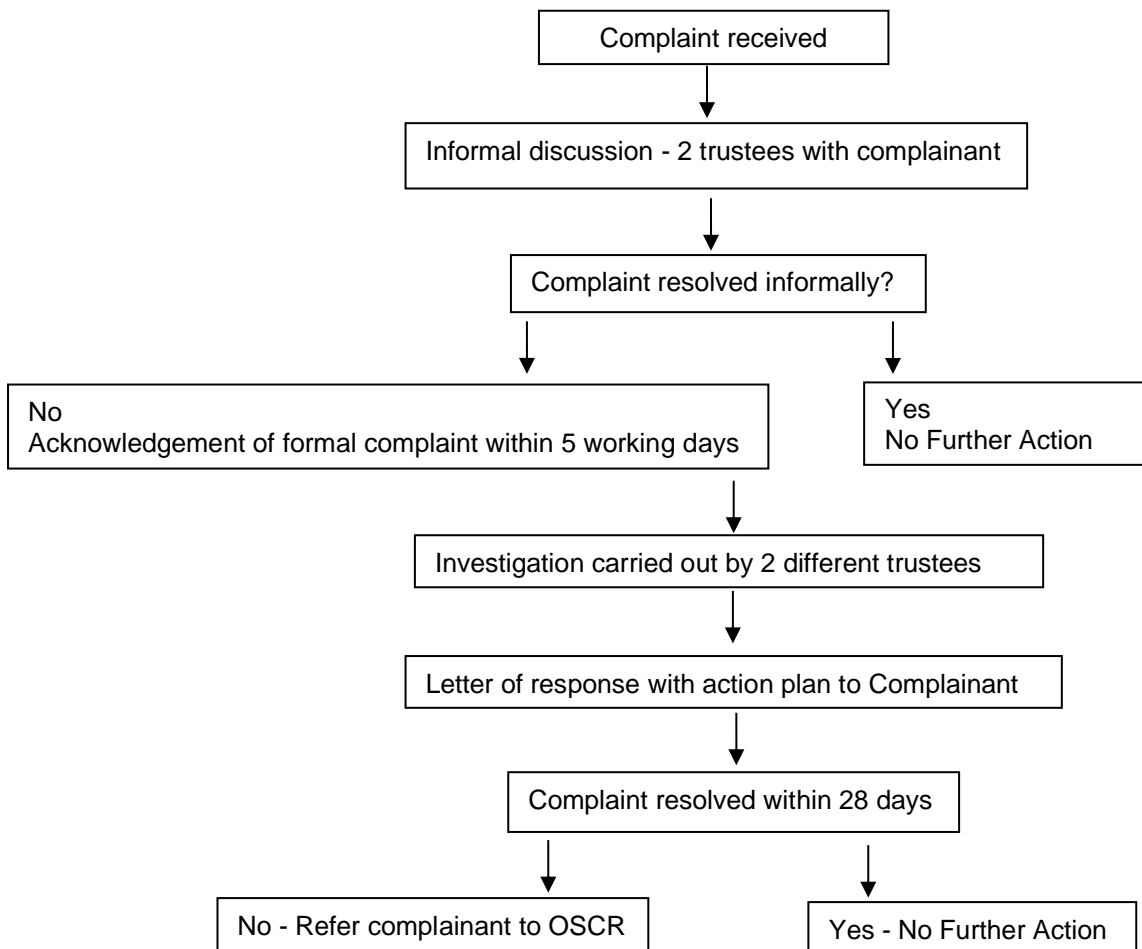
### **Examples of regulatory issues** that OSCR may investigate:

- Where a charity's assets are at risk – for example property held by a charity is not insured or where cash held by a charity is not kept securely.
- Where a charity's assets are not being used for the objects of the charity as displayed on the charity's entry on the Scottish Charity Register.
- Where a person or organisation is inappropriately profiting from a charity. Our guidance explains the conditions under which trustees can be remunerated and how OSCR considers private benefit.
- Where a charity is not complying with its legal duties under the 2005 Act.
- Where a charity may be putting the people it helps at clear risk of harm. For example, by not having appropriate safeguarding procedures.
- Where a charity trustee has a conflict of interest, and this is not being properly managed – our guidance explains what a conflict of interest is and how it should be managed.

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- Where the charity trustees are not working collectively to run the charity as they should do. For example: one charity trustee seems to be in overall control of the charity, an employee seems to be in overall control of the charity, or none of the charity trustees are taking responsibility for the charity – this can result in serious governance problems that could harm the charity.
- Where an organisation is calling itself a charity when it is not (you can check if the organisation is a charity by searching the Scottish Charity Register).
- Where charity trustees are significantly breaching the requirements of their governing document.
- Where a charity has less than the minimum number of charity trustees it needs to allow it to appoint more charity trustees, and the governing document of the charity doesn't provide a mechanism for appointing charity trustees in that situation.
- Where a charity is unlawfully discriminating in the provision of its services or benefits.
- Where you have reported a matter to the police about criminal activity in a charity. (The police deal with criminal investigations but you should also report this to us.)

## Complaints Procedure (flow chart added for clarity)



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This policy was approved by the Trustees at the Board Meeting 27 <sup>th</sup> February 2025	
Date	
Date to be reviewed	
Signed	
Name of signatory	
Role of signatory	