

## THE FINDHORN VILLAGE CONSERVATION COMPANY (TFVCC)

### COMPLAINTS - POLICY and PROCEDURE

#### Aim

The Findhorn Village Conservation Company is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of members of the public and in particular by responding positively to complaints, and by putting mistakes right.

TFVCC values your comments and takes complaints seriously.

Our definition of a complaint is:

‘An expression of dissatisfaction by one or more members of the public about the Company’s action or lack of action, or about the standard of service provided by or on behalf of the Company’.

Complaints are an important part of communication as they tell us where we may be going wrong, and provide valuable input to us in working towards continuous improvement.

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about the services we provide.

#### How do I make a complaint?

- By writing to The Secretary, Findhorn Village Centre, The Old School, Church Place, Findhorn IV36 3YR.
- Sending an email to [findhornvcc@gmail.com](mailto:findhornvcc@gmail.com)

#### When complaining, please tell us:

- Your full name and address
- Details of reasons for your complaint.

## Complaints Procedure

On receipt of any complaint TFVCC will follow the following procedure:

- a) acknowledge receipt of complaint within 7 days
- b) if applicable contact the complainant (either face to face, telephone call or email) to have discussion to fully understand nature of complaint. Contact made within 14 days of receipt of complaint.
- c) try to resolve complaint at this stage
- d) if cannot resolve at this stage TFVCC will carry out an investigation and report back within 30 days. The report will give outcome and reasons for final decision.

Where services have not met standards, we will:

- apologise for failure in service
- say what we have done to put things right
- where appropriate say what we have learned from the complaint

If the complainant is dissatisfied with the decision of the investigation they can refer to the charities regulator -OSCR.