

Complaints Policy

Stop Climate Chaos Scotland (SCCS) 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 the complaint. Therefore, we want to be informed about mistakes, and to use this information to put things right and make improvements in future.

Our policy is:

- To provide a fair, respectful and proportionate complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To make sure everyone at SCCS 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, and to apologise where mistakes have been made

This policy will be kept under review by the SCCS board and updated when needed. This policy was published in February 2025 and updated in October 2025.

Definition of a Complaint

A complaint is any expression of dissatisfaction about the standards of service or actions relating to any aspect of SCCS, which expects a reply.

A disagreement with an SCCS advocacy or campaigns position is only treated as a complaint within the scope of the Complaints Policy where the complainant is reasonably seen by SCCS as individually affected adversely by the position, and not simply because they may hold strong views that differ from SCCS' position. SCCS can only respond to complaints that are about an action that SCCS is responsible for or within its sphere of influence.

Complaints relating to SCCS fundraising follow the same initial stages as other complaints, with an additional outside agency involved at stage three if escalated.

Note: this policy does not apply to issues related to safeguarding. If you wish to raise a safeguarding issue, [please use this form](#).

Where Complaints Come From

Complaints may come from any person or organisation who has an interest in SCCS – such as a supporter, member organisation, community or individual. A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know to help resolve the complaint and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the SCCS Board of Trustees. Wherever possible, care will be taken to ensure impartiality, with efforts made to ensure that complaints are not dealt with by someone who has prior involvement in the complaint.

Publicised Contact Details for Complaints:

Written complaints may be sent to SCCS by e-mail at chair@stopclimatechaos.scot.

Verbal complaints may be made by phone to 0131 243 2701.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint and any action requested
- Note the date the complaint was received
- Take the complainant's name, address, email and telephone number
- Note down the relationship of the complainant to SCCS
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

Resolving Complaints

Stage One

On receiving a complaint, the Coalition Manager records it in the complaints log, investigates it and takes appropriate action. If the complaint relates to the Coalition Manager the SCCS Chair will take on the management of this process.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 5 working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

The complaint's complexity will drive the required time for investigating a complaint. However, ideally complainants should receive a definitive reply within 28 working days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Complainants will receive a written reply, detailing SCCS' response to the complaint and the outcome of it.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request – in writing – that the complaint is reviewed at the SCCS Board of Trustees level. At this stage, the complaint will be passed to the Chair of SCCS.

The request for the SCCS Board of Trustees level review should be acknowledged within 5 working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Chair of SCCS may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within a maximum of 14 working days of Stage 2 commencing. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent

with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final.

Any internal action flowing from the decision is a matter for the SCCS Board.

Stage Three

If the person or organisation is not happy with the response or decision received, they have the right to refer the complaint to an outside agency:

OSCR, the Office of the Scottish Charity Regulator, may be contacted if concerns relate to:

- Dishonest handling of funds
- Misapplication of charitable funds
- Actions that contravene charity law
- Actions that threaten to bring charities into disrepute

Argyll House, Marketgait, Dundee, DD1 1QP

Telephone: 01382 220446

Email: info@oscr.org.uk

Website: www.oscr.gov.uk

The Scottish Fundraising Adjudication Panel, may be contacted if concerns relate to fundraising including:

- How a charity collects or solicits property, money or the promise of money from people. This may include, misleading or excessive requests by post, over the telephone, face-to-face on the street or at the door.
- A charity's relationship with donors. This may include disrespectful, misleading or otherwise unreasonable engagement once a charity has gained an individual's support.

- How a charity works with others to raise money. This may include instances where the relationship (operational or financial) between a third party working on a charity's behalf and the fundraising organisation is not made sufficiently clear.
- A charity's complaints-handling process. For example, a complainant may not have been treated with due courtesy or respect, or not received a response to a fundraising concern within a reasonable period of the complaint being made.
- Issues related to the management of an individual's contact preferences with charities. This may include instances where an individual has been contacted by a particular charity despite their express wish that this should not happen.

Telephone: 0808 164 2520 Email: info@goodfundraising.scot Website: www.goodfundraising.scot

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know to help resolve the complaint and following SCCS data protection requirements.