

KPC Complaints Policy & Procedure

Document version control

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Kinning Park Complex (KPC) is committed to seek continual improvement throughout our operations and activities. It is recognised however that, on occasion, a matter may arise in which we have fallen short of an appropriate standard.

An effective complaints management system is a proven way of maintaining and building relationships with the people on whom KPC depends. Continuing to grow our reputation is critical to our ongoing success and it is preferable to encourage and receive complaints than to lose dissatisfied customers or other relationships.

Handling complaints well:

- Demonstrates our commitment to customers and other stakeholders
- Demonstrates our commitment to providing the best possible service
- Helps us to find out about things that have gone wrong so we can fix them
- Helps us to prevent things going wrong again in future

KPC 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.

KPC policy is:

- To provide a fair complaints procedure which 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 KPC 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

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of KPC. Complaints may come from any person or organisation with a legitimate interest in KPC. A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff. Staff should use KPC's Grievance procedures.

Confidentiality

To support and encourage complaints, all information will be handled sensitively, shared only with those who need to know and subject to any relevant data protection requirements.

Review

This policy is reviewed regularly and updated as required.

Complaints may be made:

- by post to KPC, 43 Cornwall Street, Glasgow, G41 1BA
- by e-mail to hello@kinningparkcomplex.org
- In person

Complaints Procedure

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 on a Complaints Record.

Appendix 1 provides guidance on how to deal with a complaint in person or on the telephone.

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

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to KPC (for example: tenant, member)
- 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

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the appropriate member of staff within 3 days. On receiving the complaint, the staff member records it in the complaints record, it should then be investigated and appropriate action taken.

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

Complaints should be acknowledged by the person handling the complaint within 3 working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaint's procedure should be attached. Ideally complainants should receive a definitive reply within one week. 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 justified 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.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the **designated GDPR Trustee**.

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

The **designated GDPR Trustee** may investigate the facts of the case 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.

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

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 2 weeks. 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 unless the Board decides it is appropriate to seek external assistance with resolution.

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the designated GDPR Trustee should not also have the GDPR Trustee as the person leading a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Appendix 1 - Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation.
- Listen. Allow the person to talk about the complaint in their own words.
- Don't debate the facts in the first instance, especially if the person is angry.
- Show an interest in what is being said.
- Obtain details about the complaint before any personal details.
- Ask for clarification wherever necessary.
- Show that you have understood the complaint by reflecting back what you have noted down.
- Acknowledge the person's feelings (even if you feel that they are being unreasonable). You can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation, e.g. "I understand that this situation is frustrating for you".
- Ask the person what they would like done to resolve the issue.
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver.
- Give clear and valid reasons why requests cannot be met.
- Make sure that the person understands what they have been told.
- Wherever appropriate, inform the person about the available avenues of review or support