

Complaints Policy

The Guidelines International Network regards any complaint as an opportunity to learn, develop and improve for the future, as well as a chance to put things right for the person who has made the complaint.

A complaint is an expression of dissatisfaction about any aspect of the Guidelines International Network, our policies, processes, working groups, conferences and how the business of the charity is managed both by staff and Trustees.

Our aim is to deliver excellent service, but there may be times that we do not meet our own high standards; if this happens, we want to hear about it and be given the opportunity to put things right, quickly.

We recognise that small issues are best dealt with swiftly and informally, so would encourage you to contact any member of staff in the first instance. You can find the most relevant person to contact on our website on the [contact us](#) page.

More significant complaints may be raised under this policy by any Guidelines International Network member, partner or sponsor, conference participant as well as potential members, ie someone who is making/has made an application for membership. Complaints from employees are outside the scope of this policy and will be dealt with under the Grievance Procedure.

Our aim is to provide a fair, clear and easy to use Complaints Policy, which investigates and resolves issues in an efficient manner.

Raising a Complaint

Complaints should be put in writing and sent to the Chief Executive Officer(CEO) by email at eo@g-i-n.net. The details of the complaint will be recorded on a register and acknowledged within three working days. Thereafter, the complaint will be reviewed and assigned to an appropriate person to investigate and respond. This could be the CEO, in the case of mistakes or internal process breakdowns, or the Vice Chair/Treasurer for other issues.

As we do not have a staffed office, we respectfully request that you refrain from sending any letters to our registered office, as this will result in a delay in dealing with your issue.

Title:	G-I-N policy: Complaints
Prepared by & date:	E Harrow, May 2016
Reviewed:	June 2018, June 2020
Approved by & date:	Board of Trustees, June 2016; June 2018; June 2020
Review date:	June 2023

Investigating and Resolving Complaints

Stage 1

In many instances, the complaint may be easily and quickly resolved by the person receiving it. In such instances, the complaint will be resolved and written confirmation will be sent to the complainant, which will detail the action taken to address the complaint.

In instances relating to Board policies or Trustees, the complaint will be dealt with by a sub group of the board, led by the Vice Chair/Treasurer (lead investigator), depending on the subject matter.

If the complaint relates to a specific person, they will be informed and given the opportunity to respond. If it concerns a conflict of interest relating to that person, the G-I-N Conflicts of Interest policy will be followed.

The complainant will receive confirmation from the lead investigator that they are dealing with the issue and the likely timescale in which they can expect to receive a reply. If, for any reason, there is a delay in this timescale, they will receive an interim reply with an update and the reasons for the delay.

Once the investigation is complete, the complainant will receive confirmation of the steps taken to investigate the complaint and the result, irrespective of whether the complaint was justified.

Stage 2

If the complainant feels that the outcome did not satisfactorily resolve their complaint, they can escalate this to the Chair of the G-I-N Board of Trustees, by emailing them at Chair@g-i-n.net. This must take place within two weeks of receiving the written reply from the Lead Investigator. The Chair will review the steps taken to deal with the complaint and the outcome and will respond within 2 weeks. Their decision is final, however, if the matter is considered so severe and may be in breach of charity law then please refer to the External Stage below.

External stage

A complainant may raise a concern at any stage with the Scottish Charity Regulator, OSCR, if the issue concerns charity law. For further information about what OSCR can and cannot deal with, please refer to their [website](#)

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If a complaint relates to how we have handled a complainant's personal information data a complainant may also have the right to lodge a complaint with the Information Commissioners Office, please refer to their website www.ico.org.uk/concerns

Confidentiality

All complaints and the information within them will be handled sensitively, the information being shared only with those who need to know and are part of the investigation or improvement process.

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