



Gargunnock Community Trust

A registered company in Scotland (SC285574)
www.gargunnock.org

[Registered as a Scottish Charitable
Incorporated Organisation \(SCIO\)](#)



Complaints Policy and Procedure

If you are not happy with the Trust – Please tell us, it helps us improve

1. Purpose

Gargunnock Community Trust (the “Trust”) is a charity registered with OSCR (the Scottish Charity Regulator) and a Scottish Charitable Incorporated Organisation (SCIO).

Trustees are custodians of the Trust, and must act in good faith to promote the success of the Trust for the benefit of the Gargunnock community. Trustees must operate in a manner consistent with the organisation’s purpose, as defined in the Trust’s governing documents.

The Trust aims to provide a high-quality service to the residents of Gargunnock, and to any person or organisation using facilities managed or provided by the Trust on behalf of the residents. We recognise that we may not always meet everyone’s expectations, and so we will promptly address and resolve complaints in a fair and timely manner.

We will consider every complaint as an opportunity for improvement.

2. Scope of this Policy

Our policy is to:

- Treat all complaints seriously.
- Treat complainants with courtesy and fairness at all times.
- Provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- Publish the existence of our complaints procedure so that people know how to contact us to make a complaint.
- Ensure all complaints are investigated fairly and in a timely manner.
- Make sure, wherever possible, that complaints are resolved and relationships repaired.
- Gather information from complaints that can help us improve what we do and how we do things.
- Ensure that complainants can raise concerns without having to worry about being victimised, discriminated against or disadvantaged in any way as a result of their complaint.

However, this policy is not intended to cover cases where the Trust has taken a decision in a proper manner, in accordance with its governing documents and agreed plans, but with which you disagree – for example, if your grant application has been rejected and all approved processes have been followed. It also does not apply where a complaint is about a third party, or an individual who is not related to or not acting on behalf of the Trust.

3. Complaints Procedure

3.1. What is a Complaint?

A complaint is an expression of dissatisfaction, whether justified or not, about any aspect of the Trust, or the work of the Trust.

3.2. Who Can Complain?

Complaints may come from any person or organisation that has a legitimate relationship or interest in the Trust, including, but not limited to:

- Members of the local community.
- Users of the Gargunnock Community Centre.
- Readers of The Bugle newsletter.
- Readers of the village website (www.gargunnock.org).
- Suppliers to the Trust.

3.3. What Can I Complain About?

You can complain about any aspect of the work of the Trust, including, but not limited to:

- Operation of the Gargunnock Community Centre.
- Publishing and distribution of The Bugle newsletter.
- Structure of the village website.
- Administration of the Gargunnock Windfarm Fund.
- The work of the Windfarm Fund Panel.
- Behaviour of Trustees, or representatives of the Trust.

3.4. What You Cannot Complain About

You cannot complain about:

- Content of contributions to The Bugle newsletter (where these have been submitted by individuals or organisations not associated with the Trust or the Bugle's editor)
- Content of contributions to the village website (where these have been submitted by individuals or organisations not associated with the Trust or the website Administrator.
- A decision to turn down an application for funding from the Gargunnock Windfarm Fund. We understand that you may be disappointed if your application has failed, but you cannot appeal against our decision on giving a grant if The Windfarm Fund Panel and the Trust have followed the defined decision-making processes correctly.
- Any other activities directly related to actions and decisions taken by the Trust.

3.5. How Do I Complain?

Stage 1

Usually, the best person to deal with your complaint is the person you have been dealing with e.g.:

- The Trustee
- The Editor of The Bugle (gargunnockbugle@gmail.com).
- The editor of the Bugle
- The Community Centre bookings administrator
- The Community Centre Caretaker.
- Chair of the Windfarm Fund Panel.

As mistakes and misunderstandings can often be sorted immediately, please contact this person first. They will try to sort out your problem as quickly as possible. If you are not happy with the outcome, move on to Stage 2.

Stage 2

If you are not happy with the outcome from Stage 1, you can take the matter further.

You can make your complaint in the way most convenient to you, either:

- Verbally to a Trustee
- By email to gargunnocktrust@gmail.com.
- By letter to our registered address.

Once you have made your complaint, you can expect a response within 10 working days. If we can't deal with your complaint in full within this time, we will contact you to advise you of the delay and to let you know when you can expect a full response.

If you are not happy with the outcome, move on to Stage 3.

Stage 3 – Making a Formal Written Complaint

If you are not happy with the outcome from Stage 2, you can take the matter further by making a formal written complaint to the Trust Secretary, either:

- By e-mail to gargunnocktrust@gmail.com, or
- By post to our registered address.

When making your complaint you should set out the facts as clearly as possible and in a logical order. Remember to include important details and dates, and to be as concise as possible so that we can carry out a full and in-depth investigation.

Consequently, your written complaint should include the following:

- Your name.
- The organisation you are representing (if any).
- Your email address.
- Your postal address.
- Your telephone number.
- Your relationship to the Trust (e.g. resident, community centre user, etc.)
- What happened to cause you to complain – in as much detail as possible.
- Date when the problem occurred or started.
- Who dealt with your problem at the time it occurred (i.e. at Stage 1).
- Who within the Trust you discussed your concern at Stage 2.
- What you would like us to do to put things right.
- A declaration stating that you allow the Trust to use the personal information and related details that you have provided for the purpose of investigating and resolving your complaint.

A formal written complaint will be considered by a Complaints Panel comprising up to 3 Trustees who have not been directly involved in the subject matter of the complaint. Where the complaint relates to the work of the Windfarm Fund Panel the Complaints Panel will also include the Chair and/or Administrator of the Windfarm Fund Panel.

Once you have made your formal complaint, you can expect a response within 20 working days. If we can't deal with your complaint in full within this time, we will contact you to advise you of the delay and to let you know when you can expect a full response.

3.6. What if I am Still Unhappy with the Response?

If you are still not happy with the outcome of our discussions, we ask that you continue to work with us to resolve the issue. However:

- If your concern relates to an issue covered by Company Law, you can contact the Companies House at www.gov.uk for advice.
- If your concern relates to an issue covered by Scottish Charity Law, you can contact the Office of the Scottish Charity Regulator (OSCR) at www.oscr.org.uk for advice.
- If your concern relates to the distribution of grants from the Gargunnock Windfarm Fund, and you are still dissatisfied with the outcome from both the informal and formal complaints process as set out in this policy you can contact Foundation Scotland for advice.
- If your complaint concerns the work of Foundation Scotland, in the first instance the Trust's Chair will contact the Foundation in line with the Foundation's Complaints Policy and procedures, which will be available on the Foundation's website or on request. The Foundation will consider all complaints in line with its published Policy and Procedures.
- If your concern relates to our fundraising activities, you can escalate your complaint to the Scottish Fundraising Standards Panel at www.goodfundraising.scot.

4. Closing of Complaints

If after any stage, you don't get back to us within four weeks of our response to you, we will consider that you are satisfied with the response you have received, and we will close your complaint.

The Trust Secretary will ensure that opportunities for improvement resulting from a complaint are discussed at a Trustees' meeting.

5. Recording of Complaints

The Trust Secretary will maintain records of all Stage 3 complaints for a minimum of 3 years.

6. Data Protection Regulations

If your complaint relates to data protection, please contact the Trust's Data Protection Officer. Our Privacy & Data Protection Policy is available on the village website, and will guide you through how to complain about this type of concern.

If you are not satisfied with the way we handle privacy or data protection issues, you can complain to the Office of the Information Commissioner at www.ico.org.uk.

7. Whistleblowing

You may take your complaint immediately to Stage 3 if your complaint relates to a serious or sensitive concern about a wrongdoing such as the following:

- A criminal offence.
- A failure to comply with any legal obligations.
- A failure in the protection of children or vulnerable adults.
- A miscarriage of justice.
- A health and safety risk to an individual.
- Damage to the environment.
- Concealment of any of the above.

8. Confidentiality

By submitting your complaint, you are agreeing that we can use your personal information, and other related information that you have provided, for the purpose of investigating and resolving your complaint.

9. Review and Variation of this Policy

The Trustees may review and vary this policy and the complaints procedure at any time.

Adopted February 2021

Updated July 2025