

# Complaints Policy and Procedure

## 1. Our commitment

Scotland's Charity Air Ambulance (SCAA) is committed to delivering a high-quality, respectful and transparent service to all individuals and organisations who engage with us. We recognise that, from time to time, things may go wrong. When this happens, we want to know so we can put things right and learn from the experience.

We welcome all feedback, including complaints and compliments, and we are committed to ensuring that complaints are:

- Taken seriously and treated with respect
- Handled fairly, consistently and without bias
- Dealt with promptly and efficiently
- Used to improve our services and ways of working

### 1.1 Accessibility and fairness

We aim to make our complaints process accessible to everyone. Complaints can be made in different formats, and we will make reasonable adjustments where needed. Making a complaint will not affect your relationship with SCAA or the support we provide.

## 2. What we mean by a complaint

A complaint is an expression of dissatisfaction by a supporter, member of public or staff member about:

- The quality or standard of service provided by SCAA
- The behaviour or actions of staff, trustees, volunteers or third-party contractors
- A failure to follow our procedures or do something we should have done
- The use of personal data

Requests for information, suggestions, or general feedback are not treated as formal complaints but are still recorded and considered. Exercising your data subject rights is not a complaint and you should follow the procedure in our privacy notice to exercise those rights.

### 3. How to make a complaint

Complaints can be made in the following ways:

- **Online:** Using the feedback, comments and complaints form on our website:

<https://www.scaa.org.uk/feedback-complaints-comments/>

- **Phone:** By phoning our office on 0300 123 1111. Please note that our phone lines are monitored Monday – Friday between 9am – 4:30pm.
- **In writing:** Please post to Scotland’s Charity Air Ambulance, The Control Tower, Perth Airport, Scone, PH2 6PL
- **Email:** You can email your complaint to [enquiries@scaa.org.uk](mailto:enquiries@scaa.org.uk)

To help us investigate your concern, please provide as much detail as possible, including relevant dates, names and a description of what went wrong and what you would like to see done in order to rectify the matter.

### 4. How we will investigate and respond to complaints

- We will acknowledge receipt of your complaint within **5 working days**.
- A member of the SCAA team will investigate and aim to provide a full written response within **10 working days from the date of acknowledgement**.
- If more time is needed due to the complexity of the issue, we will explain why and keep you informed of progress.
- We may need to contact you during this time, and your cooperation will be important in order to complete the investigation.
- Once the investigation has been completed and the appropriate response and action agreed, we will respond to the complainant with the following information:
  - A written response describing the details of the complaint
  - Comments addressing each of the issues alleged in the complaint
  - Explain the investigations undertaken to consider the complaint
  - State the findings resulting from the investigation

### 5. Appeal process

If you are unhappy with the outcome of the decisions regarding your complaint, you can appeal the complaint decision.

- Your complaint/appeal will be reviewed by a senior representative of the charity who has not been involved previously.
- We aim to respond within **10 working days** of receiving your request for review. If we need additional time, we will contact you to explain the process and estimated timeframes.

## 6. External escalation

It is hoped that the majority of complaints would be resolved through the internal investigation and appeal process. If, however, you remain unhappy with the outcome of the decision regarding your complaint you may choose to raise escalate to an appropriate external body or regulator, depending on the nature of the concern.

- If your complaint refers to fundraising and you remain unhappy with the SCAA's response you may contact the [Scottish Fundraising Adjudication Panel](#). They will investigate your complaint and/or the way it has been handled.
- For complaints about data handling and the use of your personal information please refer to the Information Commissioners Office (ICO) - more information can be found by visiting the ICO's website at: <http://www.ico.org.uk/>.

## 7. Learning from complaints

All complaints are recorded and reviewed to identify themes and learning. Findings are shared with staff and trustees and are used to improve policies, procedures, fundraising practice and service delivery.

## 8. Review of this policy

This complaints policy and procedure is reviewed every three years to ensure it remains effective, fair and reflective of best practice.