



The Royal Highland Education Trust (RHET) Perth & Kinross Countryside Initiative (PKCI) Complaints Procedure

If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our customer complaints procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

Who can complain?

Anyone who is:

- Receiving a service from The Royal Highland Education Trust PKCI;
- Caring for someone who has a complaint;
- Has been refused a service which they think they may need.

How to complain

The Royal Highland Education Trust PKCI would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance The Royal Highland Education Trust PKCI and, if you feel able, speak to the member of staff who is working with you or ask to speak to their manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to The Education Manager (If your complaint is about the Education Manager), please write to the Chairperson). All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.



What Happens Next?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

Does this always happen?

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes, you can.

Can you take your complaint elsewhere?

Yes. You can contact the Office of the Scottish Charities Regulator (OSCR) for further information on making complaints about a charity.

Contact: OSCR, 2nd Floor, Quadrant House, 9 Riverside Drive, Dundee DD1 4NY
tel: 01382 220446, fax: 01382 220314, www.oscr.org.uk

Who to contact:

The Royal Highland Education Trust Perth & Kinross Countryside Initiative – SCO35289

Montalt Farm
Forgandenny
Perthshire
PH2 9DS
perthkinross@rhet.org.uk

The Education Manager - The Royal Highland Education Trust – SCO07492

Royal Highland Centre
Ingliston
Edinburgh
EH28 8NB
katrinab@rhass.org.uk