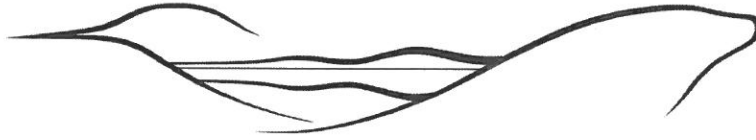


Sanday Development Trust

enhancing quality of life



COMPLAINTS PROCEDURE

Sanday Development Trust is committed to providing high quality services which meet the needs of the Sanday community. The people of Sanday are therefore encouraged to inform the Development Trust if they have any suggestions about how services can be improved or if they are dissatisfied with some aspect of the Development Trust's activities.

Comments and complaints can be received in the following ways:

In person at the Development Trust office, Heilsa Fjold

By telephone to Sanday Development Trust at Heilsa Fjold 01857 600359

In writing to Sanday Development Trust, Heilsa Fjold, Sanday, KW17 2BN

By email to afso@sandaydevelopmenttrust.org

The Development Trust recognises that complaints are sometimes made informally and will take these seriously but cannot act on hearsay.

All complaints will be considered in confidence. This means that any specific complaint will only be discussed by people within the Development Trust to the extent that they need to know about the issue. You will only be named, with your consent, if it is necessary in order to resolve the problem.

You will be informed of who is dealing with your complaint.

When you make a complaint you will be asked for your name and address, the nature of the complaint and what you would like the Development Trust to do to resolve the problem.

Whenever possible complaints will be resolved quickly for example with an immediate apology and explanation of what has gone wrong followed by immediate action to resolve the problem. This should normally be dealt with within 2 weeks of receiving the complaint.

If a complaint cannot be resolved in this way or it requires detailed investigation, the complaint will be acknowledged within 1 week, then fully investigated before a response is given. In this case a fully considered response should be made within one month if possible. If this is not possible you will be kept informed of the progress of the investigation.

After making a full investigation and doing its best to resolve the problem, if you remain dissatisfied with the response of the Development Trust you can complain further to Voluntary Action Orkney, Anchor Buildings, Bridge Street, Kirkwall, telephone 01856 872897.

The Development Trust understands that people may be unable or unwilling to make a complaint themselves and will accept complaints from representatives, for example from friends, relatives or advocates, as long as the person on whose behalf the complaint is being made has given their consent.