



Complaints Policy

The SWI aims to provide high-quality service at all times. Whether you think we're doing well or feel we need to do better we value your opinion and want to hear from you. If you are not happy with the SWI in any way please let us know. We welcome the opportunity to put matters right for you and for others who might use our services in the future.

What to do

Firstly, speak to the staff member or member providing the service you wish to comment on. The people closest to the situation can deal with most problems quickly.

If you are unhappy with the response or feel unable to approach staff or a member directly then fill out the form and email it to **hello@theswi.org.uk** or post it to **Scottish Women's Institutes, 42 Heriot Row, Edinburgh EH3 6ES**. If you are unable to fill out the form please call **0131 225 1724** and a member of staff will fill out the complaint form as you wish. Whichever method you choose we will deal with the matter in the same way.

What happens next?

- We will respond to you within 3 working days. We will tell you who is dealing with your comment, feedback or complaint and how long any investigation (if needed) will take.
- We aim to resolve any complaint within 10 working days, however some may take longer to investigate. When they do we will contact you to tell you when you can expect a response from us.
- We will handle all comments, feedback and complaints sensitively. The SWI will record your correspondence and follow relevant data protection requirements. We will use the information to improve our services.

What if I'm not satisfied with the response?

If you have corresponded with us and are unhappy with the response you receive or with the way your message has been handled, you can appeal by writing to the SWI using the above contact methods.

The escalation process

- Complaints about members go to the Chief Executive who will decide if further action is needed.
- Complaints about staff members go to their line manager and may be escalated to the Chief Executive who will decide if further action is needed.
- Complaints about the Chief Executive or the President go to the Board who will decide if further action is needed.
- Complaints about Board members go to the President who will decide if further action is needed.

Overall responsibility for this policy and its implementation lies with the Board of Trustees of the SWI. If you are still unhappy you can write to the Chair at **president@theswi.org.uk**. The Board will then decide if further action is needed.



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Complaint / Comment / Feedback

Please ensure you also include any relevant supporting documentation.

Firstly, is this a ☐ **Complaint** ☐ **Comment** ☐ **Feedback?** *(please tick one)*

Your name

Please tell us the best way to contact you

☐ By post – my address is

☐ By email – my email address is

☐ By phone – my number is

If you are a member of the SWI please tell us your Institute and Federation

Institute Federation.....

Please tell us the nature of the complaint e.g. breach of the Constitution, discrimination, bullying

Please tell us about the key elements of the complaint

What outcome you would like from the complaints process?

Have you complained to an Institute, Federation or OSCR about this matter?

☐ Yes ☐ No If so, which have you approached?