

Erskine Reid Macewen Activity Centre – Complaints Policy

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Erskine is committed to delivering a high standard of service. We want to know when things go wrong so we can put them right and learn from them. We will always treat any complaints with sensitivity, discretion and understanding.

If you have any concerns about the activity centre, you can contact the centre manager Debra Dickson by email or phone:

Email: debra.dickson@erskine.org.uk

Phone: [0141 814 4535](tel:01418144535)

Alternatively, you can write to the Activity Centre Manager at:

Debra Dickson
Erskine Reid Macewen Activity Centre .
Erskine
Bishopton
PA7 5PU

We will endeavour to resolve your concern as promptly and as amicably as possible.

There is a four-stage procedure for handling complaints related to the Erskine Reid Macewen Activity Centre (ERMAC)

Stage 1 – Informal complaint to member’s committee or ERMAC staff.

We understand that everyone has the right to complain and air their concerns but may not wish to do this in a formal capacity.

The member’s committee is there as a peer based group for member to talk to and share a concern or complaint. This can be done anonymously if preferred and will be conveyed to the Centre manager to be looked at.

Alternatively, the Centre staff are always available for an informal chat if a member has a concern or complaint. The Centre staff will aim to maintain your confidentiality but this cannot be guaranteed depending on the nature of the complaint as staff

have a duty of care for the wellbeing of members and the safe and effective running of the Centre. All complaints will be reported to the Centre manager to be looked at.

Stage 2 – Formal complaint to the Centre directly.

It's important for Erskine to get your feedback, so we can understand any problems, address your specific concerns and improve the service of the Activity Centre.

We will acknowledge your feedback and provide an initial response within three working days of receiving it. We expect to be able to resolve most complaints within this timeframe. However, if we need to conduct further investigation, we will aim to provide you with a full response within 10 working days. If we are unable to meet these timescales we will inform you as to why, and expected response time.

Stage 3 – Appeal to the charity trustees

Our voluntary Board of Directors/Trustees have a legal responsibility to make sure the charity is run well. This includes overseeing the Activity Centre.

If you are unsatisfied with how your complaint is handled, and feel the issues raised have not been fully addressed, you may appeal to our charity trustees.

You can contact the Centre manager at the details provided above requesting that your complaint is raised with the Board of Directors.

Stage 4 - Refer to the Independent Panel

If you remain unsatisfied with the way we have dealt with your concerns, and you are not happy with your response from Erskine directly, you should contact the Office of Scottish Charity Regulator at:

Office of the Scottish Charity Regulator (OSCR)
2nd Floor
Quadrant House
9 Riverside Drive
Dundee
DD1 4NY

Telephone: [01382 220446](tel:01382220446)

Website: www.oscr.org.uk