




Erskine Veterans Activity Centres (EVAC) – Complaints Policy

DOCUMENT NAME:	Erskine Veterans Activity Centres (EVAC) – Complaints Policy
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001	July 2023	Policy creation	Debra Dickson
002	Oct 2025	Updating of the previous “ERMAC complaints procedure Final” to encompass all EVAC Centres	Roy Geddes

Contents

1. Aim	4
2. Scope.....	4
3. Principles	4
4. Related policies.....	4
5. Responsibilities	5
6. How to raise a complaint	5
7. Timescales for making a complaint.....	7
8. Abusive, persistent or vexatious complaints and complainants	7
9. Review	8

1. Aim

The purpose of this Complaints Policy is to ensure there is a clear and transparent process to inform people who use our services, their families, or their representative, how to raise a concern or to make a complaint regarding the service they received.

Additionally, this policy is in place to ensure that complaints are dealt with in a timely and sensitive manner, that we are open and transparent and that the views and experiences of people accessing Erskine Veterans Activity Centre (EVAC) services are used to identify where improvements can be made.

2. Scope

This policy applies to all employees and individuals engaged to work or volunteer within EVACs (Policy Users).

Anyone who uses EVAC's services, their families, or their representative, may raise a complaint.

3. Principles

A complaint is an expression of dissatisfaction about an action, or lack of action, or service provided.

A complaint does not need to be made in writing.

Whenever possible, comments, concerns and complaints will be dealt with as they arise.

Erskine Veterans Charity (EVC) recognises that there will be occasions where an individual will be dissatisfied with an explanation or apology given and will want to pursue a complaint further. Details of how to make a complaint are set out in Section 6.

4. Related policies

Anti-Harassment and Anti-Bullying Policy (HRM-004)

Data Protection (INT-008)

Equality Diversity Inclusion Policy (HRM-005)

Whistleblowing Disclosure of Misconduct and Malpractice (HRM-001)

5. Responsibilities

The EVAC Regional Manager is responsible for the following:

- Ensuring this, and other related policies, are kept up to date and followed by all staff.
- Ensuring that all Policy Users are aware of this policy and know what their responsibilities are in relation to EVAC complaints and how they are dealt with.
- Supporting line management and workers with advice and guidance in relation to this, and related policies.
- Ensuring relevant complaints process is accessible and up to date.
- Making their Executive Management Team (EMT) Line Manager aware that a complaint has been raised – so that EMT can discuss and track within the complaints register.

The Centre Manager is responsible for the following:

- Consistently applying this policy whilst fulfilling the requirements of their managerial roles.
- Challenging inappropriate behaviour (informally or formally) of others which does not contribute to an inclusive culture.
- Where appropriate, gathering information in relation to any complaint so it can be investigated as set out in the policy.

6. How to raise a complaint

6.1. Informal complaint to EVAC members' committee or EVAC staff

EVAC understands that everyone has the right to complain and air their concerns but may not wish to do this in a formal capacity. Each EVAC has a members' committee, this is a peer-based group for members to talk to and share a concern or complaint. Concerns and complaints can be raised anonymously if preferred. Any of the committee members can be approached via the Who's Who board, or the centre reception can provide the email address of the committee.

Alternatively, the centre staff are always available for an informal chat if a member, or their family or representative, has a concern or complaint. The centre staff will aim to maintain 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, unless the Centre Manager is the subject of the complaint, in which case the complaint will be reported to the Regional Manager EVAC Services (see Section 6.2 below).

Where a concern is raised, the individual should be given the opportunity to consider whether they want the matter to be treated as a complaint. If in doubt, Policy Users should treat a concern as a complaint and make it clear to the person raising the issue that it will be treated as such.

6.2. Formal complaint to the Centre directly

If the person raising the complaint wishes to make a formal complaint this should be addressed to the relevant Centre Manager.

Centre Manager contact details are below:

EVAC West

Evonne McCord, Centre Manager
Erskine Activity Centre West
Erskine
Bishopton
PA7 5PU

Email: evonne.mccord@erskine.org.uk
Phone: 0141 814 4614

EVAC North

David Grant, Centre Manager
Erskine Activity Centre North
Tytler Street
Forres
Moray
IV36 1EL

Email: david.grant@erskine.org.uk
Phone: 01309 257 147

If the complaint is regarding a Centre Manager, the complaint should be addressed to:

Regional Manager EVAC Services

Roy Geddes, Regional Manager
The Erskine Home
Erskine Veterans Village
Bishopton
PA7 5PU

Email: roy.geddes@erskine.org.uk
Phone: 0141 814 4535

All EVAC complaints will be reported to the EVAC Regional Manager and to the Executive Management Team (EMT).

EVC will acknowledge the complaint within three working days of receiving it and will aim to provide the person making the complaint with a full response within 10 working days. (N.B. where a complaint is made to an individual's email and they are on leave there may be a delay in responding).

If EVC is unable to meet these timescales, the person making the complaint will be informed of the reason why and the expected response time.

While all complaints should be handled and resolved at the lowest level possible – the EMT must be informed of any complaints, as a matter of course.

6.3. – Appeal to the Executive Management Team

If the person making the complaint is dissatisfied with how the complaint has been handled, or feels the issues raised have not been fully addressed, they may appeal to the Executive Management Team.

A request can be made via the Centre Manager at the details provided in Section 6.2 requesting that the complaint is raised with the Executive Management Team.

7. Timescales for making a complaint

A complaint should be made:

- (a) within six months of the event which is the cause of complaint or
- (b) within six months of the person becoming aware of a cause for complaint, as long as this is within 12 months from the cause for complaint.

EVC will operate these time limits flexibly where it is unreasonable to expect that the complaint could have been made earlier, provided it is still practicable to investigate the facts.

8. Abusive, persistent or vexatious complaints and complainants

Dealing with a complaint is normally a straightforward process, but in a minority of cases, people pursue their complaints in a way which can either impede the investigation of their complaint or can have significant resource issues for the Charity. This can happen either while their complaint is being investigated, or once the Charity has finished dealing with the complaint.

EVC does not expect staff or volunteers to be subject of unacceptable behaviour, this includes behaviour which is abusive, offensive or threatening and may include:

- Using abusive or foul language on the telephone or face to face
- Sending multiple letters or emails
- Leaving multiple voicemails
- Posting inappropriate entries on social media

EVC will take action to protect staff and volunteers if a complainant behaves in a way that is abusive, unreasonably persistent or vexatious.

9. Review

EVC is committed to learning from complaints and will review the issues arising from the concerns and complaints received, including how they were handled, the outcomes and lessons learned.

This policy will be reviewed and updated at least once every three years.