

# **Disability Sport Fife (SCIO)**



## **Complaints Handling Policy and Procedure**

Updated and Approved by  
DSF(SCIO) Board of Charity Trustees February 2021

# **Disability Sport Fife (SCIO): Complaints Handling Policy**

## **Our complaints policy**

If you are dissatisfied with a service that Disability Sport Fife (SCIO) has provided or feel we treated you unfairly, you may wish to make a complaint. This document sets out DSF's complaints policy, explains how to make a complaint and tells you what you can expect from us if you do.

## **Guiding Principles**

1. We are committed to resolving complaints effectively and without undue delay. Wherever possible we will try to resolve complaints informally but if we cannot we provide a clear escalation route that is fair and impartial.
2. If we have got something wrong, we shall apologise and take prompt action to put the matter right. If we can resolve your complaint by clarifying our position or explaining our decision-making process, we shall do so.
3. We will be open and honest and ensure that you are not disadvantaged in your future dealings with us because of your complaint.
4. We shall respect your privacy and ensure that your complaint is treated confidentially.
5. We need to ensure that everyone can communicate their complaint through an appropriate medium and that DSF(SCIO) supports those with specific communication requirements.

## **Complaints we can help with**

You can ask us to consider a complaint:

- If you feel we have provided poor customer service or treated you unfairly
- If you feel we have failed to properly follow one of our procedures or policies (maladministration)
- If you feel we have not followed our policies and procedures (maladministration)
- If you feel we have not handled a request for information in accordance with the terms of the Freedom of Information Act 2000

## **Complaints we cannot help with**

Generally speaking, we will not be able to consider a complaint:

- If you wish to make it anonymously
- If you wish to disagree with one of our published policies
- If you wish to disagree with a decision that was reached in accordance with our policies and procedures
- If your complaint is about another organisation.

DSF(SCIO) is committed to providing high-quality service but when something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact DSF(SCIO) Chairman, Richard Brickley, OBE, MBE on [richard.brickley@fife.gov.uk](mailto:richard.brickley@fife.gov.uk) or 03451 555 555 ext. 444989 with details. Complaints relating to the DSF(SCIO) Chairman should be directed to DSF(SCIO) Honorary Treasurer, Paul Noble, MBE at [disabilitysportfife@fifeleisure.org.uk](mailto:disabilitysportfife@fifeleisure.org.uk) or 03451 555 555 ext. 444 989. Only complaints made in writing, to include name, address, and the signatures of those making the complaint, will be accepted for further investigation.

This does not apply to complaints relating to the safeguarding of a child or vulnerable group/adult in disability sport. (Please refer to the DSF(SCIO) Policies and Procedures relating to the Safeguarding of Children, Young People and Adults at Risk for further information and actions)

### **What we expect from you**

We understand that if you have a complaint you are likely to feel strongly about it. Nevertheless, we expect you to be polite and courteous to our staff and we will not tolerate aggressive or abusive behaviour.

### **What will happen next?**

1. We will then investigate your complaint. This will normally involve reviewing your complaint and investigating the issues that are raised.
2. The Chairman/Honorary Treasurer will then contact you to discuss and hopefully resolve your complaint. This will be within 14 days of making your complaint.
3. Should we be unable to resolve the complaint at this point, we shall contact you to arrange a convenient time to meet you in person to discuss your complaint further.
4. Within seven days of the meeting, the Chairman/Honorary Treasurer will write to you to confirm discussions that took place during the meeting and any solutions agreed with you.
5. If you do not want a meeting or it is not possible, a detailed written reply to your complaint will be sent, including suggestions for resolving the matter, within 28 days of you making your complaint.
6. At this stage, if you are still not satisfied, you should contact the Chairman/Honorary Treasurer again and they will arrange for the Scottish Disability Sport Chief Executive Officer to independently review the outcome and whose decision will be final.
7. The DSF(SCIO) Chairman/Honorary Treasurer will write to you within 14 days of receiving your request for a review, confirming the final position on your complaint, and outlining our reasons.

If we must change any of the timescales above, we shall let you know and explain why. We will also amend these timescales and support those with specific communication requirements.

## Disability Sport Fife (SCIO) – Contact details

Disability Sport Fife (SCIO) Policy and Procedures documents are available to view at -

[www.fifeleisure.org.uk/sports/disabilitysportfife](http://www.fifeleisure.org.uk/sports/disabilitysportfife)

If you would like to receive a copy please contact us on [03451 55555 Ext 444989](tel:0345155555), email [disabilitysportfife@fifeleisure.org.uk](mailto:disabilitysportfife@fifeleisure.org.uk) or write to us at Disability Sport Fife (SCIO), Michael Woods Sports Centre, Viewfield, Glenrothes, Fife KY6 2RD.

Any concerns or enquiries regarding the above Policy and Procedures should be reported to Richard Brickley, OBE, MBE, DSF(SCIO) Chairman on mobile telephone number: 07904 371160, e-mail address: [richard.brickley@fife.gov.uk](mailto:richard.brickley@fife.gov.uk)