

STAND Comments, Compliments and Complaints Policy

Introduction

STAND is committed to ensuring that its work is of the highest quality. We believe that through effective management and investigation of comments, compliments and complaints we can identify learning to achieve high quality work and continuous improvement as an organisation. The following principles underpin STAND's approach to handling comments, compliments and complaints.

- STAND recognises that comments, compliments and complaints are an important part of customer feedback.
- The process is fair, easy and as transparent as possible.
- The process is accessible to all regardless of age, disability, gender, ethnicity, belief or sexual orientation.
- Making a complaint will not harm or prejudice the service that is given to the complainant.
- Concerns and complaints are dealt with efficiently, appropriately and are investigated within the agreed time frame.
- Complainants are treated with respect and courtesy and receive appropriate support throughout the handling of the complaint.
- Complainants receive a timely and appropriate response, identifying the outcome of any investigation.
- Action is taken where necessary in the light of the outcome of the complaint. This might include an explanation or an apology and if relevant and appropriate, information on any action taken.
- Learning from complaints will be used to improve STAND's work and drive forward a culture of continuous improvement.
- It is very important that every effort is made to ensure anyone making a complaint understands the outcome of their complaint.
- STAND will recognise peoples reasoning for making a complaint.

If you have positive comments about our work or how we have helped you, please email development@standinfife.org so we can track that feedback and act on it where necessary.

Making a complaint about STAND

There are three stages that can be used to try to resolve a complaint.

Stage One (Informal)

- To make an initial complaint (Stage 1), please speak to or email the individual(s) concerned or their line manager and we will endeavour to satisfy your complaint and let you know of any remedial action that is to be taken.
- If you don't know who to contact or do not wish to contact the individual involved, please email development@standinfife.org
- All complaints will be acknowledged by the member of staff to whom you communicated your complaint within three working days from the date it is received.
- In order for us to resolve your issue to the best of our ability, please include as much detail as possible regarding your complaint, including any relevant communications or documentation.
- We will respond to Stage 1 complaints within 7 working days.

Stage Two (Formally registering a complaint)

- If you are not satisfied with the response you receive at Stage 1, or you would prefer your complaint to be formally investigated, you can request your complaint to be escalated to Stage 2, either through your contact at Stage 1, or to the Chair of STAND's Trustees.
- Please submit the details of your complaint verbally by telephone or in person, electronically on the STAND website or by emailing STAND's Development Lead Officer (development@standinfife.org) or in writing: FAO Development Lead Officer, STAND, Independent Living Advice Hub, 255-257 High Street, Kirkcaldy, KY1 1JF.
- Your complaint will be acknowledged with 3 working days.
- STAND's Development Lead Officer will investigate your complaint and you will receive a full written response within 20 working days from the date of the acknowledgement.
- If you are not satisfied with the response to your complaint, you will be given the opportunity to speak to a Trustee at STAND and given the option to appeal (Stage 3).

Stage Three (Appeal)

- To appeal, please outline the reasons for your dissatisfaction in writing or electronically to the Trustees. This can be done by emailing chair@standinfife.org or in writing to Chairperson STAND, Independent Living Hub, "55-257 High Street.Kirkcaldy.KY1 1JF

- This will be the final decision of the complaints process and will ensure the Trustees have reviewed the investigation, made any further enquiries and then deliver the reason for the final decision.
- The Trustees will write within 30 working days of receiving the appeal

Charity Commission

If you are dissatisfied with STAND's complaints process, you can contact OSCR, the Scottish Charity Regulator who may be able to advise on the matter. OSCR can be contacted at: <https://www.oscr.org.uk/raise-a-concern/>

The trustees of STAND will review this Policy annually.

This Policy was agreed on behalf of STAND in August 2026.

Signed by

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