



Gala Water Archive – Complaints Policy

Gala Water Archive (GWA) is a Scottish Charitable Incorporated Organisation, SCO52917.

Introduction

Whether you think we are 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 GWA 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.

Purpose

- to ensure that the GWA always provide high-quality service.
- to address any complaints should they arise.

Process

Step one

- First, speak to the staff/volunteer 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/volunteers directly then email our Chair riddelldorothyO@gmail.com or call 07710017120 or write to: Dorothy Riddell, 19 Cockholm Crescent, Sow, TD1
- Whatever method you choose, we will deal with the matter in the same way.

Step two

- We will respond to you within 5 working days.
- We will tell you who is dealing with it and how long the investigation will take.

- We aim to resolve complaints within 10 working days where possible. Some complaints 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 and complaints sensitively. The GWA will record your complaint and follow relevant data protection requirements. We will use the information to help us improve our services.

What if I am not satisfied with the response?

- If you have made a complaint and are unhappy with the response you receive or with the way your complaint has been handled, you can appeal by writing to the GWA using the above contact methods.
- This may be escalated to the board of Trustees who will look at the situation and decide if further action is needed.
- If you are still unhappy, you can contact the Office of the Scottish Charity Regulator at <https://www.oscr.org.uk/complaints> who will look at the situation and decide if further action is needed.

This policy will be reviewed annually by the Trustees

Version number	Change or update	Author or owner	Date
1.0	First version	GWA	07/06/2024