



Scientific Committee on Antarctic Research

Complaints Policy and Procedures

Approved on 16 February 2017

Notes:

Resources used in developing this draft:

The Complaints Handling Policy template recommended by PEM.

Small Charities Coalition

<http://www.smallcharities.org.uk/resources-commission-guides/>

UK Charity Commission

<https://www.gov.uk/government/organisations/charity-commission/about/complaints-procedure>

Basingstoke Voluntary Action

<http://www.bvaction.org.uk/group-support/300-policies-and-procedures>

SCAR aims to provide the best possible service to our members, volunteers and stakeholders, but if we should, in your opinion, fall short of the high standards we set, there is a redress procedure which you can use.

SCAR values others thoughts and feelings. SCAR welcomes constructive criticism as an opportunity to learn. SCAR trustees, staff and officers will endeavour to listen and take a note of any complaints in a non-judgemental and courteous way. SCAR trustees, staff and officers will apologise if they are in the wrong.

Complaint Procedures

All complaints should be recorded in the Complaint File to allow SCAR to improve its services.

Front line staff are empowered to deal with any minor complaints.

If the front line staff are unable to rectify the complaint, then staff should report the matter to the Executive Director who will investigate the circumstances and record the outcomes.

If the situation is not resolved, then the Executive Director will inform the President of the situation.

The President will investigate the circumstances leading to the complaint and communicate the results of the inquiry to the complainant within one month.

The Complainant shall have the right, if dissatisfied with the results of this inquiry, to put his/her case personally to the Executive Committee.

Where appropriate SCAR shall make a written apology (signed by the President) to the complainant.

The Secretariat shall keep a record of all complaints and the Executive Committee shall be regularly informed of the number and nature of any complaints and the action taken.

If the complaint is directed against the President, it shall be handled by the Executive Committee.

SCAR aims to be an organisation that values, recognises and responds to the diverse needs of members and those we serve. We adhere to the Equality Act 2010 and will not discriminate against any person or other organisation with particular reference to the protected characteristics

The Executive Committee will regularly review the operation of this policy.

Adopted by: The SCAR Executive Committee

Date Policy Adopted: 16 February 2017