Complaints policy
At Fife Gingerbread we want to reach and exceed your expectations of our service and our staff.

However, we do know that there may be times when we do not meet our high standards. When this does happen, we want to hear about it so that we can deal with
the situation as quickly and effectively as possible and put measures in place to stop it happening again. We take all complaints very seriously and treat them as an opportunity to improve and develop our service. This is why we are always grateful to hear from people who have taken the time to tell us their thoughts, problems, concerns or worries.

How can you get in touch?
**1.** You can call us on 01592 725210. The office is open Monday to Thursday 9am-5pm and 9am-3.30pm on Fridays. If there is no-one available to take your call or it is out of working hours, we have an answering machine where you can leave your details, and someone will phone you back at the earliest opportunity.
**2.** You can email us at **info@fifegingerbread.org.uk**

**3.** You can use our website [**www.fifegingerbread.org.uk**](http://www.fifegingerbread.org.uk) contact page on our website and in Enquiry Type select the drop down complaint
**4.** You can write to us at:

 **Fife Gingerbread**

 **Unit 9, Craig Mitchell House**

 **Flemington Road, Queensway Industrial Estate**

 **Glenrothes, Fife**

 **KY7 5QF** *Please include your name, address and contact number in all communication so that we can get back in touch with you easily.*

How long will it take?
If you complain in person or over the phone, we will try to resolve the issue there and then. If you complain by email or in writing, we will always acknowledge your complaint within 7 days and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and give a new date for resolution.

You can contact us in whichever way is most convenient to you and we will respond to you via the same method unless instructed otherwise.

What we aim to do
We will try our hardest to fix problems, correct mistakes and address concerns.
We will always treat you with courtesy and respect, listen to what you say and keep you informed about our progress with regards to your complaint.
From time to time we receive complaints that do not relate directly to something that Fife Gingerbread has done or that we are not in a position to comment on. We are a charity with limited resources, and we must use these in the best way possible.

We may choose not to respond to complaints in situations that include:
• When a complaint is about something that Fife Gingerbread has no direct connection
 with.

• When someone unreasonably pursues a complaint that we have already responded to.

• When a complainant is being abusive, prejudiced or offensive in their manner.

• When a complainant is harassing a member of staff.

• When a complaint is incoherent or illegible.

• When the complaint is clearly part of a bulk mailing.

• When the complaint has been made anonymously. However, we will still investigate
 the complaint and address any issues that arise.

What if the complaint is not resolved?
If you are not happy with our response then you can get back in touch with us. Your complaint will then be reviewed by our Strategic Manager and a response will be in writing within 14 days.

If you are still unhappy with the response then you can write to the Chairperson of
Fife Gingerbread’s Board of Directors, who is responsible for providing an unbiased
and considered opinion about your case. A written response will be made to your complaint within 21 days.

Fife Gingerbread are a member of the Office of Scottish Charity Regulator (OSCR). If for any reason your complaint it still not resolved, you can write to them at:

**Office of the Scottish Charity Regulator (OSCR)**

**2nd Floor Quadrant House**

**9 Riverside Drive**

**Dundee**

**DD1 4NY**