



CALLANDER COMMUNITY DEVELOPMENT TRUST

## **Callander Community Development Trust Complaints Policy and Procedure**

### **Complaints Procedure**

#### **Introduction**

Callander Community Development Trust may receive complaints from members of the community it serves, from other people or organisations, or via OSCR or DTAS if the complainant has bypassed the Development Trust. This process aims to provide a suitable procedure from wherever the complaint originates. It should be noted that complaints should be treated as confidential.

#### **Procedure**

1. On receiving a complaint about Callander Community Development Trust or any of its members, the complaint should be circulated to the Secretary and the Chair, if they are not the original recipient.
2. The Secretary or Chair will send an interim acknowledgement within five working days of receiving the complaint to the complainant, with an indication of next steps.
3. If Callander Community Development Trust receive a complaint about the Development Trust or any of its members, at the next Board of Directors meeting, the Development Trust should consider if the complaint is:
  - new
  - vexatious or substantially identical to a previous complaint that has been or currently being dealt with by the Development Trust or OSCR
  - a follow up to a response to a previous complaint which is deemed by the complainant to have been unsatisfactory.
  - a complaint raised internally by one Trust Board member of another member's conduct or a procedure, project or financial matter.

The type of complaint should be decided by a simple vote of those present and eligible to vote.

4. The details of the complaint will be passed to the Conduct Review Panel who will investigate the complaint and bring their findings back to the Board.

#### **Conduct Review Panel**

A Conduct Review Panel shall consist of three Elected Members of the Development Trust who are not involved in the complaint and who have sufficient skills and knowledge to investigate it.

1. The Conduct Review Panel will endeavour to meet to decide next actions about a complaint within 31 days of its receipt by the Trust.
2. If the complaint is about Callander Community Development Trust, then it could be referred to OSCR or DTAS for a decision once deemed necessary, following an internal review.
3. If a complaint is about the whole Board of Directors, the complainant will be informed if their complaint has been referred to DTAS or OSCR with an expected response timeline if known.

4. If the complaint is about an individual(s), whether from an external or internal source, the Conduct Review Panel will investigate the complaint, including interviewing the person(s) who is/are the subject of the complaint, and report to the rest of the Board not involved, with recommendations as to next actions. Complaints against individual Board Directors will be judged against the Code of Conduct
5. The Board will approve the next actions.
6. If necessary, complaints will be escalated to the office bearers within Callander Community Development Trust if the Board cannot reach a consensus.
7. Callander Community Development Trust will endeavour to have completed all investigations within 60 days of receiving the complaint.

### **Close Out**

Once the Board have approved the actions to be taken, the Conduct Review Panel will reply to the complainant with the appropriate actions taken as required.

Following our complaints procedure does not affect your legal rights.

### **Background**

Complaints are a useful guide in how Callander Community Development Trust manage our performance. They may show weaknesses where communication and/or procedures need to be improved. Therefore, the more we know about the way people feel about our organisation, the better informed the Development Trust will be to bring about improvements.

### **Contacts**

Website: [https://incallander.co.uk/ccdt\\_home](https://incallander.co.uk/ccdt_home)

Contact details for complaints: [https://incallander.co.uk/ccdt\\_contactus](https://incallander.co.uk/ccdt_contactus) or

Secretary, Callander Community Development Trust at [secretary@callandercdt.org.uk](mailto:secretary@callandercdt.org.uk)

Version number	Change or update	Author or owner	Date reviewed by Governance Committee	Date reviewed by CCDT Board	Next review due
1.0	First version	CCDT		2020	July 2025
2.0	Unchanged			29.07.25	July 2029