

SWI Complaints Policy

At the Scottish Women's Institutes (SWI), we are committed to delivering a high-quality service.

If you're unhappy with any aspect of our service and want to make a complaint, we encourage you to let us know. We value the opportunity to put things right, both for you and for others who may use our services in the future.

How to make a complaint

In the first instance, please speak to the staff member or SWI member involved. Most concerns can be addressed quickly by the people closest to the situation.

If you feel unable to approach them directly or are not satisfied with the initial response, you can:

- Email: hello@theswi.org.uk
- Post: Scottish Women's Institutes, Unit 8, 1 Carmichael Place, Edinburgh EH6 5PH
- Phone: 0131 225 1724 (a staff member will complete the complaint form on your behalf)

All complaints are treated equally, no matter how they are submitted.

What happens next?

We will acknowledge your complaint within 5 working days.

You will be told who is handling your case and how long any investigation is expected to take.

Our goal is to resolve complaints within 10 working days, although more complex matters may take longer. In such cases, we'll keep you informed of progress.

Your complaint will be handled sensitively and in line with data protection laws. All feedback is recorded and used to help us improve our services.

If you're not satisfied

If you're unhappy with the complaint response or how your complaint was handled, you can appeal using the same contact methods listed above and it will be escalated appropriately.

Escalation process

- Complaints about SWI members: Escalated to the Chief Executive, who will decide if further action is required
- Complaints about staff: Go to their line manager, with possible escalation to the Chief Executive

- Complaints about the Chief Executive or President:
Referred to the Board of Trustees
- Complaints about Board members: Referred to the President

If you are still dissatisfied after these steps, you may contact the Chair of the Board (President) directly at president@theswi.org.uk

The Board of Trustees holds overall responsibility for this policy and its implementation.

Complaint Form (please complete all sections)

Please ensure you also include any relevant supporting documentation.

Your name:	
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Please tell us the best way to contact you:

- ☐ **By post** - my address is
- ☐ **By email** - my email address is
- ☐ **By phone** - my number is

If you are a member of the SWI please tell us your Institute and Federation.

Institute:	
Federation:	

Please tell us the nature of the complaint (e.g. breach of Constitution, discrimination, bullying):

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Details of the complaint (key facts only):

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What outcome would you like from this process?

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Have you contacted an Institute, Federation, or OSCR regarding this matter?

☐ Yes ☐ No

If so, which have you approached:

Thank you for your complaint and we will be in touch.