



The James
Hutton
Institute

The James Hutton Institute

Complaints Policy

Prepared By: Katherine McBay

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Summary of Changes Since Previous Version:

New Policy.

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1.0 Statement

The James Hutton Institute ('Hutton') operates in partnership with people, organisations and governments to deliver evidence-based solutions to the global challenges facing land and natural resource use both now and in the future. We are committed to providing a high quality, responsible and accessible service for all of our stakeholders and for members of the public who may have contact with the Hutton. However, we recognise that sometimes things go wrong and this policy aims to set out the steps we will take to try and resolve any complaints.

2.0 What is a complaint?

A complaint is an expression of dissatisfaction by one or more individuals, either verbally or in writing, about the standard of service, actions or lack of action by the Hutton and its staff.

3.0 Who can complain?

Complaints can be raised by any individual and/or group who receives, requests or is directly affected by the services which the Hutton and its subsidiaries provide. In the circumstances where an individual is reluctant or unwilling to make a complaint themselves another person can only make a complaint on their behalf if they are legally responsible for the complainant or if the complainant is unable to make the complaint themselves e.g. due to disability.

4.0 What can I complain about?

The Hutton is committed to administering and maintaining an effective complaints policy which supports all who wish to make a legitimate complaint. We endeavor to investigate all complaints fairly, timeously, consistently and confidentially. Issues or concerns that an individual and/or group might wish to bring to the Hutton's attention could relate to the following for example;

- quality and standard of our services;
- quality of our resources and facilities;
- treatment by a member of Hutton staff;
- failure by the Hutton to adhere to an appropriate administrative process.

The Hutton expects that the majority of complaints will be dealt with under the procedure set out in this policy; the following matters are not considered to be complaints dealt with under this policy:

Matter	Hutton Contact
A request for clarification of or information relating to Hutton policy or practice	Director of Operations
An insurance claim	Director of Finance and Company Secretary
A request for compensation	Director of Finance and Company Secretary
An issue which is being, or has been, considered by a Court or tribunal	Chief Executive Officer
A staff grievance eligible for administering via the Hutton's HR grievance procedure	Director of Operations

5.0 The procedure for making a complaint

The handling of complaints comprises two separate stages: Frontline Resolution and Investigation.

Frontline Resolution – Stage 1

We aim to resolve the majority of complaints as quickly as possible. Ideally, a complaint should be raised with the Hutton at the time of the initial occurrence. The complaint should be discussed, if possible, with the relevant member of Hutton staff or department. This can be done in writing or via e-mail or by arranging a suitable appointment to discuss the complaint in person or by telephone. The Hutton aims to resolve all complaints subject to the Frontline Resolution process within 5 working days of the receipt of the complaint. If the complainant is dissatisfied with the response received following the Frontline Resolution stage, they should proceed to the Investigation stage.

Investigation – Stage 2

This stage of the complaints process aims to deal with complaints that have not been resolved at Stage 1, or which are more complex requiring a more detailed investigation and where a complainant has expressly stated that they are making a formal complaint. In these circumstances the complainant should submit a formal complaint in writing to the Information Governance Officer (details below) who will conduct an investigation:

Information Governance Officer

The James Hutton Institute

Errol Road

Dundee

DD2 5DA

E-mail: complaints@hutton.ac.uk

The Hutton will acknowledge receipt of the complaint within 3 working days and the Information Governance Officer will carry out a thorough investigation of the complaint. There are a number of possible outcomes following the investigation which may include;

- full resolution of the complaint through mediation between all parties;
- the complaint is upheld;
- the complaint is deemed invalid on the basis that there is no case to answer or the complaint is found to be malicious/vexatious.

The Hutton will aim, where possible, to resolve formal complaints and provide a written response to the complainant within 20 working days of the receipt of the formal complaint. However, if for any reason the Hutton is unable to meet this deadline, the complainant will be kept informed of the progress of the investigation.

6.0 Appealing the Complaint Response

If the complainant is not satisfied with the Hutton's final decision or handling of the complaint they may take their complaint to appeal by writing to the Office of Scottish Charities Register (OSCR) at the undernoted address who will consider the complaint for an independent review:

OSCR

Quadrant House

9 Riverside Drive

Dundee

DD1 4NY

Telephone: 01382 220446

E-mail: info@oscr.org.uk

Website: www.oscr.org.uk

Please note that the OSCR aim to conclude any complaints raised with them generally within six months. However, if the complaint is of a more complex nature and requires more detailed investigation the process can take up to nine months. Further details regarding the OSCR's complaints process can be found via the following link [OSCR Inquiry Policy](#).

Title	Complaints Policy
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Owner	Information Governance Officer
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Date of Next Review	12 Months from published/approval date
Audience	All
Related Documents	Freedom of Information (Scotland) Act 2002 and Environmental Information (Scotland) Regulations (2004) Policy.
Subject/Description	This policy provides individuals with details of how to make a complaint about the treatment by and services of The James Hutton Institute and its subsidiary companies.
Group	Finance and Corporate Services
Department	Research Support