DG Unlimited – Complaints Procedure (Updated March 2025)
Dumfries and Galloway Chamber of the Arts, DG Unlimited Charity No: SC044658, herein referred to as DG Unlimited.

1. Introduction
DG Unlimited (DGU) welcomes feedback and recognises complaints as opportunities to listen, learn, and improve our services. We aim to resolve all concerns promptly, fairly, and with sensitivity, while ensuring that complainants are treated respectfully and taken seriously.

2. Our Commitments
- Provide a clear, accessible and fair complaints process.
- Ensure staff and board members are familiar with the process.
- Respond to complaints in a timely and confidential manner.
- Record and review complaints to improve our work.
- Restore positive relationships where possible.

3. What is a Complaint?
A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of DG Unlimited's operations, staff, volunteers, services or representatives.

4. Who Can Complain?
Anyone who has a legitimate interest in DG Unlimited may make a complaint, including members of the public, partners, participants, or volunteers.
Staff complaints should be dealt with through our internal grievance procedure.

5. How to Make a Complaint
Complaints can be submitted via:
- Email to comms.dgu@gmail.com
- Verbal submission (to be recorded by the receiver)
- Letter or written document

6. Handling Complaints
- Record all relevant details of the complaint.
- Inform the complainant of our process and expected timelines.

• Ask for a written account if the complaint is not already documented.
• Ensure confidentiality is maintained.

7. Stage One – Informal Resolution
• The person responsible for the matter may resolve the complaint directly.
• Whether resolved or not, the complaint must be passed to the Chair within five working days.
• The Chair will acknowledge the complaint and assign a person to investigate and respond.
• A reply should be issued within one month or a progress update provided.

8. Stage Two – Formal Review
• If unresolved, the complainant may request a review by the Board of Trustees.
• The Board will acknowledge receipt within five working days and investigate further.
• A final response should be given within one month, or a progress update provided.
• The decision at this stage is final unless external advice is required and sought by the Board.

9. External Review
As a Scottish registered charity, unresolved complaints may be referred to OSCR (Office of the Scottish Charity Regulator).
More details: http://www.oscr.org.uk/charities/raise-a-concern-about-a-charity

10. Conflict of Interest
To avoid conflicts of interest, a complaint about a Chair or Trustee will not be handled by the same individuals at Stage Two.

11. Monitoring and Learning
Complaints will be logged, reviewed annually, and analysed to identify trends and improvements.

12. Review of this Policy
This policy will be reviewed annually or in response to feedback, complaints data, or changes in legal requirements.