



COMPLAINTS POLICY AND PROCEDURE

Policy owner	Board of Directors
Version	1.0
Effective date	4 September 2026
Review date	4 September 2028, or sooner if required
Applies to	Service users, beneficiaries, customers, volunteers, partners, stakeholders and members of the public

1. Purpose

The Joinery Hub Glasgow CIC is committed to providing high-quality services and treating everyone with respect. We welcome feedback and take complaints seriously as an opportunity to learn and improve. This policy explains how individuals can make a complaint and how we will handle it.

2. Scope

This policy applies to complaints from:

- Service users
- Beneficiaries
- Customers
- Volunteers
- Partners and stakeholders
- Members of the public

This policy does not cover:

- Employment grievances from staff, which are handled under separate HR procedures
- Safeguarding concerns, which should be reported immediately under the Safeguarding Policy
- Criminal matters, which should be reported to Police Scotland

3. Principles

- Taken seriously
- Handled fairly and consistently
- Investigated promptly

- Treated confidentially where possible
- Used to improve our services

No individual will be treated unfairly because they have made a complaint.

4. How to Make a Complaint

Complaints can be made by email to info@thejoineryhubglasgow.co.uk, by telephone on 07438 105769, in writing to The Joinery Hub Glasgow CIC, Unit 55, 42 Dalsetter Avenue, Glasgow, G15 8TE, or in person to a Director.

Please provide your name and contact details, details of the complaint, relevant dates and information, and the outcome you would like. Anonymous complaints will be considered where sufficient information is provided.

5. Complaints Procedure

Stage 1 - Informal Resolution

Where possible, complaints should first be raised informally with the relevant person or a Director. We aim to acknowledge concerns within 5 working days and resolve the matter within 10 working days.

Stage 2 - Formal Complaint

If the issue is not resolved informally, a formal complaint may be submitted. A Director, or another appropriate person not directly involved, will acknowledge receipt within 5 working days, investigate the complaint and provide a written response within 20 working days. If additional time is required, the complainant will be told why and given an expected timescale.

Stage 3 - Review

If the complainant remains dissatisfied, they may request a review within 10 working days of receiving the outcome. The review will be conducted by another Director not previously involved, or by an independent person where appropriate. A final written response will normally be issued within 20 working days.

6. Record Keeping

- Date received
- Nature of complaint
- Actions taken
- Outcome
- Lessons learned

Records will be retained in accordance with data protection requirements.

7. Monitoring and Learning

Directors will periodically review complaints to identify trends, improve services and reduce the likelihood of similar issues occurring in future.

8. Data Protection

Personal information relating to complaints will be handled in accordance with the UK GDPR, the Data Protection Act 2018 and The Joinery Hub Glasgow CIC Data Protection & GDPR Policy.

9. Policy Review

This policy will be reviewed every two years or sooner if required.

Approval

This policy is approved on behalf of The Joinery Hub Glasgow CIC.

Name	Andrew Ferguson
Position	Founder and Director
Approval	Approved electronically for publication
Date	4 September 2026