

## BCAG Complaints Procedure

If your experience with Biggar Community Action Group has not met your expectations, we'd like to do what we can to make the situation better. We are always open to feedback and looking for ways to improve our service.

It's important to us that if something's not right, we know about it. We also keep all complaints completely confidential. If you want to make a complaint, you can do so using the following three step complaints procedure.

### Step 1: Speak to BCAG

In the first instance, please contact BCAG directly to discuss your concerns. You can talk to us face-to-face, over email or on the phone. We'll do everything we can to sort out your problem straight away. Email [jan.currie.bcag@gmail.com](mailto:jan.currie.bcag@gmail.com) or call 07376 318724 and someone will call you back.

### Step 2: Ask for an investigation

If you're not happy with our response, you can send an official letter to our Chairman to complain, or request a formal investigation in an email or by phoning us. Our Chairman will thoroughly investigate your complaint alongside the other BCAG trustees. If your complaint is about the Chairman, then the Secretary will take charge.

We'll aim to respond to your complaint within 20 working days, however if there's going to be a delay we'll let you know. Following the investigation, we'll tell you what actions we've taken and how we plan to do things differently in the future.

### Step 3: Request a review

If you're not satisfied with the outcome of our investigation, you can raise a complaint with the Office of the Scottish Charity Regulator (OSCR) by completing their online [form](https://www.oscr.org.uk/complaints) <https://www.oscr.org.uk/complaints> or by calling 01382 220446