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## Disclosure Services Complaints Procedure

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### Helping us to help you

Disclosure Services is committed to delivering the highest possible standard of service on every occasion however we recognise there will be times where we might not have met all your expectations fully.

We view these occasions as an opportunity to learn and develop our services to better meet our customers' needs in the future.

Having a "Complaints Policy" ensures our customers can give us honest feedback and allows us the opportunity to reflect and remedy any such instances whilst giving you clear guidelines on the timescales involved.

### What we will do

We will listen to what you have to say and consider how you'd like to us to resolve your concern.

Our goal is to resolve the matter to your satisfaction or explain why we can't if there are legal; technical or practical restrictions which would prevent us from doing so whilst explaining what we can reasonably do.

### Making a complaint:

1. The first stage is to seek resolution by contacting our helpline on **01786 849777** (select the relevant option).
2. At this stage, if we are unable to resolve the matter on your behalf, we will refer you to a manager who will also seek to remedy the situation in the same working day.
3. If the matter has not been resolved, you should make a formal complaint to our Disclosure Services Manager either by phone or emailing [disclosures@volunteerscotland.org.uk](mailto:disclosures@volunteerscotland.org.uk) (indicating in the subject line or introductory text that it is a formal complaint).

It is helpful if you are able to outline the steps you have already taken to achieve a resolution, including dates and names of the staff you have discussed your issues with. We will investigate all complaints even if this information is not contained but it may take slightly longer depending on the circumstances.

Our Disclosure Services Manager will then:

- Acknowledge your complaint in writing within 5 working days;
- Provide a formal response (even if only a preliminary response) within 21 working days;
- If further time is required to investigate circumstances or seek information from other external bodies, the anticipated timescale will be outlined and further progress updates will continue to be issued every 21 working days until the final response on the matter is issued.

## **What happens if we can't reach agreement?**

Whilst we hope to resolve all issues through open dialogue, should you remain dissatisfied with any part of the process (our explanations; the outcome or how your complaint was dealt with), you can raise these concerns with the Chief Executive of Volunteer Scotland.

The Chief Executive will investigate your complaint fully and aim to reply within two weeks of your concerns being made known. If the investigation is likely to take longer then, the Chief Executive will keep you fully advised of the situation.

You can write to the Chief Executive of Volunteer Scotland at the address below: -

Volunteer Scotland  
Jubilee House  
Forthside Way  
Stirling  
FK8 1QZ

Date of Implementation: 2013

Date of Last Review: 24<sup>th</sup> August 2022

Date of Next Review: 24<sup>th</sup> August 2025

Author/Reviewer: Kirsty Barrett, Quality & Improvement Manager VS DS



**Volunteer Scotland Disclosure Services**

Jubilee House, Forthside Way, Stirling FK8 1QZ

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