



# Greener Orkney Complaints Policy

Greener Orkney seeks to resolve concerns or issues as soon as they are received ideally on the day and in person.

However we recognise that there may be occasions when you remain unhappy with a situation.

We take complaints seriously and seek to learn from them and improve our services where appropriate. We will aim to meet the following timelines.

For Stage One (initial complaints) we aim to provide you with a full response within **10 working days** of receipt of your complaint.

For Stage Two (final review) the response may take **20 days** from the time we receive all relevant information from you.

We ask that complaints are made within three months of the issue taking place.

Our complaints process is detailed on the following page.

**Policy last updated...**28 February 2026

**Due for update...**28 August 2026 and annually thereafter



Email: [info@greenerorkney.org.uk](mailto:info@greenerorkney.org.uk)  
Registered Address: Nyrtoft, Stromness KW16 3HS



## How we respond to complaints

You can make a complaint by emailing [info@greenerorkney.org.uk](mailto:info@greenerorkney.org.uk) or contacting us via the Greener Orkney website. You can also write to us at our registered address.

Stage One complaints – at this stage your complaint will be dealt with by the project coordinator (or another appropriate person) of the project you are complaining about.

We aim to issue an acknowledgement within 3 working days of receipt of your complaint. We aim to provide a full response within 10 working days and hope to resolve most complaints at this stage.

If you are not satisfied with the response you received at Stage One, you can ask us to review your complaint again at Stage Two, which is the final stage of our complaints process. You can do this by emailing [info@greenerorkney.org.uk](mailto:info@greenerorkney.org.uk) or contacting us via the Greener Orkney website. You can also write to us at our registered address.

The Board will allocate one or more appropriate Trustees to undertake the Stage Two investigation.

To help us consider your request fairly at Stage Two, we will ask you to explain:

- Why you remain dissatisfied with our Stage One response
- What outcome you're seeking
- Any new or relevant information that may not have been considered before.

If you do not wish to engage with this process, we may be unable to investigate your complaint further and may close the complaint at this point.

We ask that you submit your Stage Two request within 20 working days from the day you received our Stage One response.

Our response may take **20 days** from the time we receive all relevant information from you. If we need additional time to look into your complaint, we will let you know.

Stage Two is the end of our internal complaints handling process. Although you may remain unsatisfied if the complaint has not been resolved to your satisfaction, there is nothing further we can do at this stage.

Anyone can raise a concern about a charity in Scotland by contacting OSCR. Full details can be found at <https://www.oscr.org.uk/raise-a-concern/>