



PSYV Complaints Procedures

Most PSYV complaints can be resolved locally. This is often the most efficient and quickest way to resolve your concerns.

PSYV has a national remit, supported by a regional and national structure to ensure group administration and communication is as effective as possible. All PSYV groups have a Group Coordinator, who is supported by their respective North, East or West Regional Coordinator and managed by a National Coordinator.

We would encourage you to, in the first instance speak with your Group Coordinator about your concerns, this may resolve any matters quickly.

If you are a parent, your local Group Coordinators details will have been provided to you when your child joined the group. If you cannot find these details, the National Team Office will be able to help you. Email volunteercoordination@scotland.pnn.police.uk

If your complaint is about local PSYV activity and not an individual this will then be passed on, on your behalf, to your Group Coordinator.

If you are unsatisfied with the resolution agreed following a complaint to either the Group Coordinator or the Regional Coordinator your complaint will be referred to the National Coordinator.

How to make a formal complaint

Step 1

We hope that your local PSYV Coordinator is able to resolve your concerns. If this has not been possible, you can make a formal complaint by outlining the circumstances in an email to: info@psyv.scot

- When making a complaint, you are invited to set out the background and history of the situation, giving names E.g. the Group Coordinator, Adult Volunteer and PSYV Group name, dates and places where possible, the reasons why you are particularly concerned and what you would like the outcome to be.

- If you are complaining about your child's PSYV Group, please provide your child's full name and date of birth in your complaint so that they can be easily identified. We will then be able to direct your concerns appropriately.
- unless that person is the subject of your complaint. In that case, you should contact your Regional Coordinator either directly or via the PSYV National Office:

Step 2

We will acknowledge your complaint within 5 working days.

If your complaint is about a local PSYV Group, your complaint will be passed on to the appropriate Regional Coordinator to investigate.

If your complaint involves a Group Coordinator (a Police Officer) it will in the first instance be reviewed to assess the appropriate level of investigation required. If it is established as a Complaint Against The Police and not against the PSYV it will adhere to the guidance within that relevant Standard Operating Procedure.

Once your complaint has been received by a Regional Coordinator, they will contact you as quickly as possible:

- Acknowledging that the complaint has been received.
- Indicating how they proposes to deal with the matter.
- If an investigation is needed, giving an estimate of how long it will take to provide a final response (approximately 28 days). If your complaint is taking longer than anticipated to resolve, you will be kept informed of this and told when you can expect to receive further contact.

The amount of contact between the Regional Coordinator and you will depend on the nature of the matters raised, the potential difficulties involved and the clarity of the information provided. If necessary, they will ask you for further information.

If you are invited to attend any meeting to discuss your concern, you have the right, if you so wish, to be accompanied by a colleague or a friend who is not involved in the complaint.

Step 3

The Regional Coordinator will make initial enquires to decide whether an investigation is appropriate and, if so, what form it should take.

Some complaints or concerns may be resolved by agreed action (verbal or written) without the need for investigation.

If an investigation is required, the Regional Coordinator will contact you in writing once this is completed - to inform you of the outcome of their investigations and any action taken or planned.

Concerns or allegations which fall within the scope of specific procedures I.E. complaint against the Police, will be referred to a Police Officer independent of the PSYV Programme, for consideration under those procedures.

Step 4

If you are not satisfied with the proposed resolution, you may respond to the investigator to request a review. You will need to describe why you are not happy with the response you have already received and what you think should be the correct response.

This request must be made within 14 days of the date of the letter informing you that the Regional Coordinator has completed their investigation.

The National Coordinator will then be appointed to your case to conduct the review.

Each case will be considered on an individual basis and it will be decided by the National Coordinator whether a review (using only the completed investigation from steps 1 to 3) or reinvestigation into of any aspects of the complaint is appropriate.

The National Coordinator will give you an estimate of how long it will take to provide a final response. If this is taking longer than anticipated, you will be kept informed of this and told when you can expect to receive further contact.

The purpose of the review is to make sure that your complaint has been thoroughly investigated and that the decision made about your complaint is based on accurate findings and supported by evidence.

Appendix 50

Once the review is completed, you will be contacted in writing to inform you of the outcome of the review and any further action taken or planned.

The National Coordinators decision is final and marks the end of the complaint process.