

OSCR complaints performance 2020-21

1. Our role

We are the independent regulator and registrar for Scotland's 25,000 charities. We grant charitable status, monitor registered charities, identify and act where we believe misconduct including mismanagement has occurred. We are a non-ministerial office of the Scottish Administration, operating independently of the Scottish Government, reporting directly to the Scottish Parliament. All charities in Scotland must be registered with us and must meet annual reporting requirements to keep their status. We are an enabling regulator and offer a wide range of services to support and encourage improvement within the Scottish charity sector.

2. Our purpose

We hold charities in Scotland to account and help the charity sector to improve so that the public have trust and confidence in charities.

3. Our Vision

OSCR's vision is for a trusted and respected Scottish charity sector which positively contributes to society.

4. Our Values

Our values drive what we do, how we interact with each other, and how we work together and with others to achieve results. We strive to practice and demonstrate these daily.

5. Introduction: how we handle complaints

We value complaints because they help us continually improve our services.

We follow the Scottish Public Services Ombudsman (SPSO) model complaints handling procedure.

Wherever possible we try to resolve complaints at **stage one frontline resolution**, close to the point of the complaint being received and within no more than 5 working days.

We will consider and give a decision on **stage two investigation** complaints within no more than **twenty** working days unless there is a reason for needing more time

If, after receiving our final decision, the customer remains dissatisfied with our decision or the way we have handled their complaint, they can ask the SPSO to consider it.

Please read our [complaints handling procedure](#) for more information on how we deal with complaints.

6. This report

This report presents OSCR's complaints performance for 2020-21, based on five key performance indicators developed by the SPSO.

In addition to this annual performance report, we publish a quarterly summary of performance on the complaints we receive, the actions we take and areas for improvement we have identified. We also report on our performance in responding to complaints in terms of timescales and process.

You can find out more [here](#)

7. Complaints analysis and performance

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

a. Total no of complaints received

During 2020-21, we received five stage 2 investigation complaints.

b. 20 working days timescale met

100% of our stage 2 investigation complaints were closed in full within the 20 working days timescales.

c. Average time

We took an average of 12 working days to respond to our stage 2 investigation complaints.

d. Complaints outcome

Upheld	2
Not upheld	2
Partially upheld	1
Resolved	-

8. What we learned from complaints and what we are doing differently

We are committed to improving our services through learning from customer service complaints. In addition to apologising where things have gone wrong, we also seek to learn the lessons from any service failures and address any identified issues.

During 2020-21, we analysed the feedback from complaints to see what lessons we can learn to improve our service. As a direct result we:

- reminded colleagues of our published service standards
- undertook a wholesale review of our Inquiry Policy, improving the content and wording to make it clearer and as accessible as possible from a user perspective.

9. Contact us

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