

## Firstport Complaints Protocol

Customer service and satisfaction are extremely important to Firstport. We work hard to ensure that our processes, guidance materials and published information are fair, accessible and relevant.

If you feel that we have failed to meet our standards at any point, please follow the complaints process below to ensure that your concerns are addressed quickly and appropriately.

**If you have a general query about any of our programmes, or need clarification, please contact our helpline on 0131 564 0331, or by email at [info@firstport.org.uk](mailto:info@firstport.org.uk)**

If you have any additional communications needs, please use the contact details above to tell us how we can help.

### Complaint Process: When should I use it?

You should use the complaint process if you believe that any of the following have taken place:

- Maladministration, where we have delayed, made a mistake or failed to follow our processes properly
- We have provided incorrect advice or failed to provide access to information
- We have been impolite
- We have not treated an individual fairly or have discriminated against them

### What if I'm unhappy about a decision Firstport has made about my funding application?

If your complaint is about a funding application or a decision to not fund, we can only look at the application again in the following circumstances:

- We discover that we did not follow our assessment process
- It is shown that we did not take account of relevant information
- It is shown that we have misunderstood a significant part of the application

### Who should I contact to submit my complaint?

You can contact us by telephone, email or in writing to:

Firstport  
5-7 Montgomery Street Lane,  
Edinburgh,  
EH57JT  
0131 564 0331  
[info@firstport.org.uk](mailto:info@firstport.org.uk)

Please note that if you contact us by telephone, you will be asked to submit a copy of your complaint in writing to confirm the details. You should keep a copy of your email or letter.

When submitting your complaint in writing, please set out clearly:

- What you are complaining about
- When and where the incident took place (if relevant)
- Which members of staff were involved (names and/or job titles)
- If you have any evidence to support your complaint (for example, emails from Firstport staff)
- If you have any additional communications needs to ensure that you are able to receive, access and read our response
- Where you would like us to send our written response, if relevant

How quickly will my complaint be dealt with?

Complaints are dealt with in three stages; if your complaint is not dealt with to your satisfaction it will be escalated to the next stage. We endeavour to resolve the majority of complaints at stage 1.

Response times for each stage are as follows:

Stage	We will acknowledge your complaint	We will send you a written response	Your complaint will be investigated by
1	Within 3 working days	Within 10 working days	Chief Operating Officer
2	Within 3 working days	Within 10 working days	Chief Executive
3	Within 3 working days	Within 15 working days	Chair of Firstport Board

The Chief Operating Officer will ensure a prompt investigation into any complaint received. Where a complaint relates to a programme that we are delivering on behalf of another party, for example, the Scottish Government, we will notify them of the complaint and our response.

### Confidentiality and your personal data

We will keep all complaints confidential. If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. Please see our [Privacy Policy](#) for further details on your rights with regards to the storing of your details.

### Respect

If you make a complaint, we will treat you with respect, and we expect you to treat our staff in the same way.

### Equal opportunities

We are committed to equal opportunities and take complaints about discrimination seriously. We may use complaints about discrimination to review our policies and procedures. This is to make sure we continue to treat everyone equally.