

Environmental Impact Policy

Introduction

Voluntary Sector Gateway West Lothian (VSGWL) recognises that it has a responsibility to the environment beyond the legal and regulatory requirements. We are committed to reducing our environmental impact and continually improving our environmental performance as an integral part of our strategy and operating methods. We will monitor our performance regularly, report on this and review our progress.

This policy applies to the board, all employees and volunteers.

Policy statement

We are committed to minimising the environmental impact of our operations. VSGWL will:

- comply with all relevant legislation and regulations.
- regularly review the environmental impact of our activities.
- endeavour to reduce our overall environmental impact and prevent waste using best practice.
- involve employees in the design and delivery of an environmental plan.
- provide necessary training to enable employees to engage with the environmental plan.
- sustain a programme of continual improvement in environmental performance incorporating suitable measurement and monitoring mechanisms.
- work with suppliers to encourage them to develop environmental best practice; and
- improve resource and energy efficiency.

Procedures

Travel

If you are required to travel to carry out work for VSGWL, you should minimise this if possible. You should determine if there is a need to carry this work out face to face at another location or you could use an online meeting platform such as MS Teams or Zoom.

If travel is necessary public transport could be used where appropriate. Car sharing should be used, if possible, to avoid multiple single car/driver trips where two or more colleagues are attending the same external meeting/ event.

Equipment

VSGWL will buy recycled and/or recyclable products where possible, this includes paper.

Printing

VSGWL will endeavour to minimise printing by only doing so when absolutely necessary.

If printing is necessary, VSGWL will endeavour to use 'draft' settings, print in black and white and use double-sided printing.
All print cartridges and supplies will be recycled in line with the guidelines supplied for these products.

Waste

Confidential waste should be shredded for collection. Non-Confidential waste should also be segregated for collection. Paper waste should be sent for recycling.

Other recyclable waste

Other recyclable waste should be segregated for collection using the bins provided in the bin compound at the side of the building.

Energy

VSGWL will use green tariffs where it is financially viable to do so.
Heating will be set to appropriate levels within the office whilst not burning fuel unnecessarily. Lights should be switched off when not in use throughout the building.

Monitoring

An annual review of environmental performance will be undertaken and reported to the Board by the CEO.

Monitoring the policy

Responsibility for monitoring the application of this policy will rest with all employees and volunteers of VSGWL.

The policy will be reviewed every three years with the amendments being made as appropriate and communicated to all employees and relevant stakeholders.

Date of Adoption_____

Date of Review_____

Authorised_____

Title_____ Date_____

VSGWL Complaints Policy

Introduction

Voluntary Sector Gateway West Lothian (VSGWL) endeavors to offer the best possible service to all our stakeholders and clients. We want to ensure that any and all complaints are investigated and resolved quickly and fairly for everybody, appropriate action is taken to prevent a recurrence and to ensure continuation of a high-quality service.

This policy applies to the board, all employees, and volunteers.

Policy statement

VSGWL will treat any expression of dissatisfaction from any source as a complaint, and it will be dealt with according to this policy. A complaint can be defined in several ways and our definition is as follows.

A complaint is an expression of dissatisfaction with the standard of a service, action, or lack of action by VSGWL employees, volunteers or management that affects an individual or group of service users. Such an expression can be expressed verbally and/or in writing. This definition covers situations where someone believes that we have:

- Done something wrong.
- Failed to do something that we should have done.
- Provided services that failed to meet a high standard.
- Acted unfairly, unethically, or discourteously.
- Acted in breach of our own policies and procedures.

Our complaints procedure can be used by anyone who is using, or has used, or is planning to use any of our services. We can also accept complaints from people who are directly affected by someone using our services.

We set out to:

- Acknowledge complaints within 2 working days.
- Resolve complaints within 14 working days.
- Or where a more detailed investigation is necessary, within 28 working days.
- If we cannot meet the timescale, we will explain this to the person making the complaint and provide regular updates until the complaint is resolved.

Guidance

Principles: Anyone receiving a complaint should be courteous to the complainant, respond positively and offer constructive solutions. Complaints should be handled confidentially, fairly, and promptly.

Exceptions: Where an employee or volunteer with VSGWL is raising a complaint against another person within VSGWL, the Grievance Policy should be used instead.

Where the complaint is made about the CEO, it should be recorded as per procedure, then referred directly to the Chair of the Board (contact details available for senior staff members).

We would usually not consider any complaint unless it has been raised within six months of an alleged incident of dissatisfaction occurring.

Complex complaints can be considered as complaints involving large numbers of people or several alleged incidents occurring over time.

Our board of directors have the final say in adjudicating whether a complaint should be closed following investigation despite the complainant disagreeing.

Procedure

All complaints received, in person, by telephone, by email or in writing, must be treated in the same manner, and the following procedure will apply:

- When making a complaint, complainants should be encouraged to say or write clearly and briefly about:
 - What went wrong?
 - When and where did it happen?
 - Who was involved?
 - What they are seeking from the complaint?
- Complaints should be recorded by a senior staff member, in the Complaints Log and a Complaint Number assigned. Anyone receiving a complaint must pass it to the Operations Manager for recording immediately.
- The Operations Manager will send an acknowledgement to the complainant, copied to the CEO, within 2 working days and in this we will state the target timescale for our response.
- If the complaint can be resolved immediately this will be done and the outcome recorded in the log.
- If the complaint requires further investigation or action, it will be handled by the CEO unless it is about the CEO in which case it will be passed to the Chair of the board.
- VSGWL will make best endeavors to adhere to the following timescales:
 - Acknowledge complaints within 2 working days.
 - Resolve complaints within 14 working days; or
 - Where a more detailed investigation is necessary, within 28 working days.
- If we cannot meet the timescale, we will explain this to the person making the complaint and provide regular updates until the complaint is resolved;
- The complainant will be informed in writing of the final outcome within 2

working days of the resolution being agreed; and

- An annual review of all complaints raised will be undertaken and reported to the Board by the CEO. This will cover all types of complaints.
 - General
 - Those covered by the Grievance Policy, and
 - Those covered by the Prevention of Violence, Aggression, Bullying and Harassment at work policy.

Monitoring the policy

Responsibility for monitoring the application of this policy will rest with all employees and volunteers of VSGWL.

The policy will be reviewed every three years with the amendments being made as appropriate and communicated to all employees and relevant stakeholders.

Date of Adoption	15/12/25
Date of Review	15/12/28
Authorised	J S Evans
Title	Chair
Date	15/12/25

