

Service Statement and Complaints Procedure



Our aims and approach

As an organisation, we exist to:

- Encourage our community to 'go greener'
- Tackle fuel poverty and food insecurity
- Bring people together and build community spirit

We aim to provide high quality services and experiences.

We take an inclusive and empowering approach to all of our work. We:

- Are friendly, helpful, positive and welcoming to all
- Don't tell or lecture
- Share learning and encourage others to do so as well
- Are open about the values we hold, and why our work is important
- Act in ways consistent with our values

Our community is the people of Fife.

We support people to change behaviours (e.g. reducing energy use) and encourage them to maintain those changes. We want to build skills and confidence for people to make their own decisions and take action themselves. We use the [National Standards for Community Engagement](#) as a framework for engagement and the [Shifting Normal](#) approach to understand barriers to change. We follow the [Dignity Principles](#) in our work to tackle food insecurity.

Our Cosy Kingdom energy advice service is accredited by the [Scottish National Standards for Information and Advice Providers](#), which set standards for quality advice and service.

Our community bike shop Lang Toun Cycles is [Revolve certified](#), reassuring customers about the quality of our products and service.

What you can expect from us

We will treat everyone with courtesy, dignity and respect. We do our best to make sure that our services are easy to access, whatever your circumstances.

All visitors to our premises will be greeted by a member of the Greener Kirkcaldy team, who may be a member of staff or a volunteer. We will ask how we can help and offer information as appropriate – this could include details of Greener Kirkcaldy's services or sign-posting to other local organisations. Visitors to our East Fergus Place Building may sign up to a Cosy Kingdom energy advice appointment, book onto a Greener Kirkcaldy event or use the Community Fridge, as well as find out about our range of projects.

Our Cosy Kingdom energy advice service helps people with energy related issues and can also sign-post or refer to other sources of information, advice and support. Participants can expect free and impartial advice, tailored to their own situation and needs. The appointments usually take place in your home or over the phone, but we are also happy to arrange meetings in our town centre premises or at suitable community locations throughout Fife. For details of the service see www.cosykingdom.org.uk.

Lang Toun Cycles is our community bike shop on Kirkcaldy High Street, working to increase active travel. Our Revolve certification and Quality Guarantee reassure customers that the bikes and accessories we sell and servicing we provide are of a high standard, and our bike maintenance training sessions and led rides support people to develop the skills needed to take to two wheels. Visit the shop during opening hours, or find out more at www.langtouncycles.org.uk.

Communication and accessibility needs

Please let us know if you have any particular communication or accessibility needs. If English is not your first language, we may be able to provide a Community Language interpreter. If you are deaf, we can provide a BSL interpreter or other communication support through Fife Council's Deaf Communication Service.

What we expect from you

We need you to help us provide the best service for you. Please provide us with clear information and tell us what you want help with.

We expect people using the Cosy Kingdom energy advice service to take a certain level of responsibility for resolving energy issues. We aim to help you develop the skills and confidence to take control of your own energy use and bills in future. To do that, we need you to tell us about the issues and share information to the best of your knowledge.

We also need you to attend meetings and appointments at the agreed times. Please let us know in advance if you cannot attend.

Our staff and volunteers have the right to work without fear of aggressive behaviour or abuse. Any threatening behaviour towards us may result in the withdrawal of our service.

Complaints

We take customer care and satisfaction very seriously. If you are unhappy with the service you receive from Greener Kirkcaldy please get in touch. We keep a record of all complaints, in order to improve our services.

Our policy:

- Complaints will be dealt with promptly, efficiently, courteously and systematically
- Complaints will be treated confidentially and fairly
- You will be kept informed of the progress and outcome of your complaint
- If you are abusive to the member of staff taking the complaint, you will be asked to put the complaint in writing

- Complaints will be acknowledged within 5 working days and a response given within 10 working days (if not straightaway), although complex complaints make take longer
- Where we are not able to respond to the issue within 10 working days, we will keep you informed about progress

In the first instance, concerns should be raised with the staff member or volunteer providing the service. They will look into the complaint and try to put things right.

If we have been unable to resolve the issue informally, please make your complaint to our Chief Executive, Lauren Brook, for investigation.

Complaints may be made:

- In person, at our premises at 8 East Fergus Place, Kirkcaldy
- By telephone, by calling 01592 858458
- In writing, by sending the complaint to Greener Kirkcaldy, 8 East Fergus Place, Kirkcaldy, KY1 1XT
- By email, sent to info@greenerkirkcaldy.org.uk