

## **COMPLAINTS POLICY & PROCEDURE**

Date of review	August 2015
Reviewed by	Audit Sub Committee
Proposed next review date	

## **COMPLAINTS PROCEDURE**

### **STATEMENT**

The Royal Scottish Corporation/ ScotsCare (the organisation) strives to provide a high level of satisfaction in all areas of service provision. However, any concerns or dissatisfaction with the delivery of services should in the first instance be brought to the attention of a member of staff, who will endeavour to address your concerns. If you continue to be dissatisfied then the formal complaints procedure should be pursued.

### **PRINCIPLE**

All complaints will be dealt with in an appropriate and confidential manner.

1. If you or your representative has a serious complaint to make, please put it in writing (if possible) to the Manager/Head of the department involved: -

Client and Volunteer Services

Housing

2. Your complaint will be acknowledged within 5 working days (i.e. Monday to Friday).

3. The Manager will look into your complaint, and will normally report the findings to you within 10 working days. If this is not possible you will be advised of the expected timescale.

4. If you are still dissatisfied you can ask for your complaint to be sent to Chief Executive.

5. The Chief Executive may need to contact other people for information or advice, but will normally report back to you within 10 working days. If this is not possible you will be advised of the expected timescale.

6. If you are still unhappy with the outcome of your complaint you may finally appeal to the Chairman of the Committee of Management.

7. The decision of the Chairman will be final and in writing.

**Complaint Form**

**Name of person making complaint**-----

**Representative of person making complaint (delete if not applicable)**-----

**Address for correspondence**-----

**Telephone number (day)**----- **(evening)**-----

**Nature of complaint**-----

**Complaint received by**-----

**Complaint investigated by**-----

**On (date)**----- **at (time)**-----

**Action taken or to be taken**-----

