

In Care Survivors Service Scotland

A partnership led by Open Secret

www.incaresurvivors.org.uk
www.survivorscotland.org.uk
Free helpline: 0800 121 6027



Complaints Procedure

The In Care Survivor Service Scotland aims to offer a high quality service to all our clients and we strive to monitor our work and its effectiveness. One way we do this, is by making a complaints procedure available to our clients. If you are unhappy with the service you are receiving from the In Care Survivors Service Scotland you have the right to complain to the organisation. The In care Survivor Service Scotland has a responsibility to treat your complaint seriously and respectfully.

The In Care Survivor Service Scotland aims to:

- Consider complaints fairly
- Encourage people to use their rights to make a complaint
- Make changes according to the outcome of a complaint where appropriate.
- Maintain a complaints book

The diagram overleaf explains options open to you to make a complaint and how it will be dealt with by the In Care Survivors Service Scotland.

The Process of Making a Complaint

1. Informal Complaint: Speak/write to the Manager.

The Manager will reply to you within a week and/or you and your worker (or whoever your complaint involves) to try to sort out the situation.

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Are you satisfied?

Yes

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We hope you will continue to use our services

No

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2. Formal Complaint: Your complaint will be heard by a panel of the Manager and a member of the Board of Directors. You will receive a written reply within 28 days.

Are you satisfied?

Yes

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We hope you will continue to use our services

No

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You have the right to appeal to the full Board of Directors. The appeal must be made within 3 weeks and the Board of Directors will reply within 28 days.

Are you satisfied?

Yes

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We hope you will continue to use our services

No

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The Panel's decision is final.

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