

The Advocacy Project (Scotland)

Complaints Procedure

Introduction

We value feedback and complaints, to identify areas for improvement.

When people are dissatisfied with any aspect of our service, we encourage informal resolution with the staff member concerned in the first instance. The purpose of this procedure is to resolve issues when this approach has not worked.

If you require this procedure in an alternative format, please let us know and we will assist.

Who can make a complaint?

People who have used our service, are planning to use our service or any stakeholder having contact with our staff, while performing their duties, can make a complaint.

Procedure

A complaint can be raised in person, by telephone, email or in writing. Any correspondence should be marked as private and confidential. Our contact details can be found on the last page of this procedure.

You should make your complaint as soon as possible to enable the most efficient handling of it. The complaint should be made no later than 30 days after the issue has arisen. We may consider your complaint after this time if circumstances prevented you from raising within the timescale.

We will aim to respond within ten working days. All complaints will be recorded and kept on file for three years.

We will provide any reasonable support you need to meaningfully engage with the process, such as interpreting services or communication support.

Stage 1: Informal resolution

A manager will arrange a telephone appointment or meeting to discuss your concern. The manager will try to reach a resolution at this stage.

If you are not satisfied with the outcome, your complaint can be escalated to stage 2.

Depending on the nature and seriousness of your complaint the manager may escalate it to a stage 2 formal complaint from the outset.

Stage 2: Formal complaint and investigation

If the complaint has not been made in writing, the manager will document it and ask you to confirm that the content is accurate. The manager will conduct an investigation. You will be informed of the outcome in writing within ten working days.

If you remain unhappy and believe that your complaint has not been handled fairly, you can request a review.

Stage 3: Review

At this stage, a different manager will review your complaint. They will arrange a telephone appointment or meeting with you. They will then review the complaint, process, and outcome. You will be informed of their decision in writing.

Quarterly Report

The Advocacy Project will compile a report detailing complaints received each quarter.

This procedure will be regularly reviewed.

Contact details:

The Advocacy Project
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139 St Vincent Street
Glasgow
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