

POLICY	Service User Complaints Procedure		
POLICY NUMBER	CFL007		
EDITION			
DATE OF ISSUE			DATE OF REVIEW
SIGNATORY			

If you have a complaint about CONFIDANCE for Life we want to hear about it and we will do our best to put it right.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

Who can complain?

Anyone who is:

- Receiving a service from Confidance For Life
- Caring for someone who has a complaint;
- Has been refused a service which they think they may need.

How to complain

Confidance for Life would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact Confidance fro Life and, if you feel able, speak to the member of staff who is working with you or ask to speak to their manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.



REGISTERED CHARITY NUMBER SC037515

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

Karen Cloney
Chair of the Board of Trustees
Confidance for Life
Woodside
Charlottetown
Cupar
Fife
KY15 7UJ

What Happens Next?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

Does this always happen?

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes, you can.



REGISTERED CHARITY NUMBER SC037515

Can you take your complaint elsewhere?

Yes. You can contact the Office of the Scottish Charities Regulator (OSCR) for further information on making complaints about a charity.

Contact:

OSCR

2nd Floor

Quadrant House

9 Riverside Drive

Dundee

DD1 4NY

Tel: 01382 220446,

Fax: 01382 220314

www.oscr.org.uk