



The Richmond Fellowship
Scotland

How to make a complaint

The right choice for support

This leaflet tells you how to make a complaint if you are **not happy** with The Richmond Fellowship Scotland.

We promise to take your complaints seriously.

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WHO can complain?

You can make a complaint if you have contact with any part of The Richmond Fellowship Scotland. You can complain if:

- **We support you**
- **We support a member of your family**
- **You are a worker from another agency**
- **You are a member of the public**

You might complain by yourself, or you can ask a friend or family member to help. An advocate can help you express your views and opinions.

HOW do I complain?

- 1**  You can complain by **speaking** to a member of staff from your local service. They will report your complaint and make sure it is passed onto the right person.
- 2**  You can **telephone** your local service:
- 3**  You can **write** to your local service:

4



You can contact our **Head Office**



by telephone on:
0845 013 6300



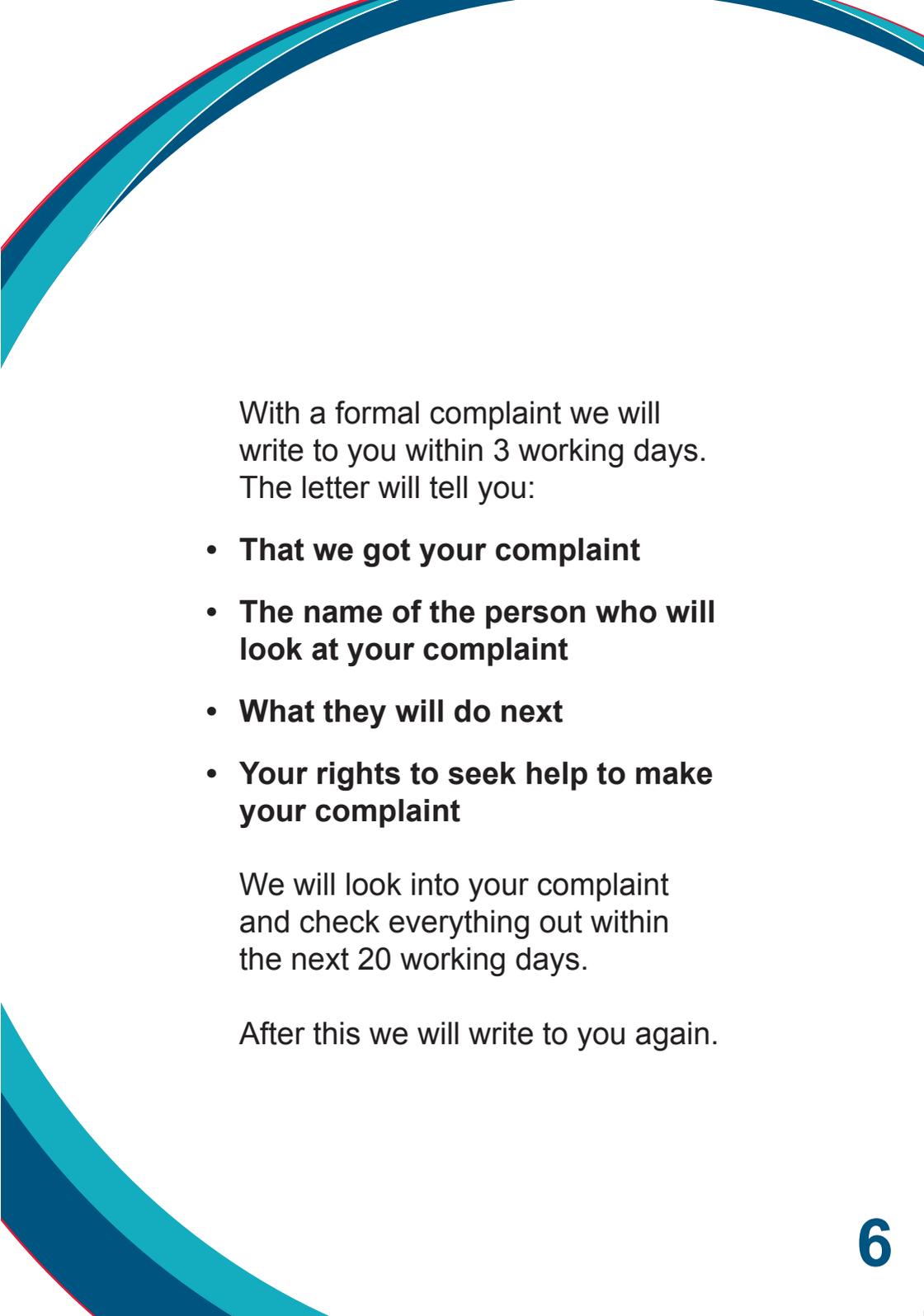
or by letter at:
**3 Buchanan Gate
Buchanan Gate Business Park
Cumbernauld Road
Stepps
G33 6FB**

WHAT will happen?

We will treat your complaint as private. This means we will only share what you tell us with other people if we need to.

Sometimes complaints can be sorted out simply by people talking with each other. We call this an **informal complaint**. If you want us to, we can look into your complaint quickly within 3 working days. If the complaint can be sorted out straight away we will do so.

Sometimes the problem is more serious or we may not be able to deal with the complaint this quickly. **If this is the case we will then deal with your complaint formally.**



With a formal complaint we will write to you within 3 working days. The letter will tell you:

- **That we got your complaint**
- **The name of the person who will look at your complaint**
- **What they will do next**
- **Your rights to seek help to make your complaint**

We will look into your complaint and check everything out within the next 20 working days.

After this we will write to you again.

WHAT will happen next?

This second letter will explain:

- **How we looked into the complaint**
- **What we found out**
- **If your complaint was agreed with, or if some parts were agreed with or not agreed with at all**
- **What will happen as a result of your complaint**
- **Your rights if you are not happy with our decision**

If you want, we will meet with you to explain all this in person.

If you are not happy with our decision you can make an appeal in writing, within 20 days for a review of your complaint.

The review will be carried out by a Manager who does not work in the part of the organisation that you are complaining about.

We will conclude within 20 days from receipt of your request.

WHO else can help?

You can get help to complain from an Advocate. Our staff will give you contact details for your local Advocacy service.



- **Care Inspectorate**

You can choose to complain straight to them at any time.

You can contact the Care Inspectorate at:



Care Inspectorate
Compass House
11 Riverside Drive
Dundee DD1 4NY



Telephone: 01382 207103

Other places that could help you to complain include:

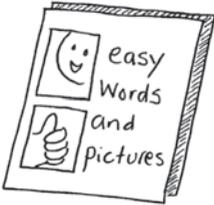
- **Social Work staff**
- **Citizens Advice Bureau**
- **The Mental Welfare Commission**
- **The Equality and Human Rights Commission**



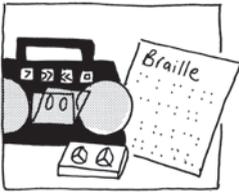
Our staff can give you the contact details for these places.

How to make a complaint

This leaflet is available in different formats including:



- **Graphic format**



- **Audio**
- **Braille**



Please contact our
Head Office on:



0845 013 6300
to ask for these.

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