



Complaints Policy & Procedure

RASAC P&K is committed to providing services of the highest quality. As part of this commitment, we have established a complaints & feedback procedure, the aim of which is to enable member centres, statutory or voluntary agencies with which RASAC P&K may have a working relationship or individuals who use the services of RASAC P&K, to make suggestions, give us feedback and complaints.

This procedure is aimed at addressing complaints in issues of practice. If there are concerns about strategic direction or priorities of RASAC P&K, these should be raised directly with the Chair of the RASAC P&K Board of Directors.

The principles underlying our policy are as follows:

- 🕒 We will plan, provide and deliver services in a non-discriminatory way.
- 🕒 Complainants will have a right to be treated with respect and have their complaint taken seriously and dealt with confidentially.
- 🕒 Complainants will have the right to have their complaint heard promptly, be given a full explanation and an apology if RASAC P&K has made an error.
- 🕒 Complaints procedure will be part of the process of monitoring the quality, effectiveness, and non-discriminatory nature of RASAC P&K's work. It will be monitored periodically to check its effectiveness and efficiency and will contribute to organisational planning.
- 🕒 We will respond to all complaints and suggestions within a prescribed time.

Ways in which you can complain:

RASAC P&K only accept complaints in writing. Please address your complaint to:

Centre Manager / Deputy Manager
RASAC P&K
16 King Street
Perth
PH2 8JA.

Make the details of your complaint as clear as possible and mark your correspondence **Private and Confidential**.

You will receive written acknowledgement within 14 working days of the complaint along with a copy of the complaints policy.

There are two stages to RASAC P&K's complaints procedure.

Stage 1

Address your complaint to the Centre Manager / Deputy Manager, RASAC P&K, 16 King Street, Perth, PH2 8JA. Make the details of your complaint as clear as possible. You will receive a written acknowledgement of the complaint within 14 days. Your complaint will be fully investigated within 28 days and you will be provided with a written explanation and, if appropriate, proposed action to remedy it.

If there are reasons why RASAC P&K are unable to respond within this time we will let you know the timescale of when you will receive a full response.

Complaints about a Director of RASAC P&K should be made to the Chair of the Board. If the complaint relates to the Chair a letter should be sent in the first instance to the Secretary, who will forward it to the appropriate Director.

Stage 2

If you are not satisfied with the outcome of stage 1 you have the right to ask the Chair of the Board of Directors of RASAC P&K to review the outcome of your complaint

You should make it clear why you are not satisfied with the outcome of Stage 1. You should receive a response from the Board of Directors within twenty eight days of the complaint being registered with them. The decision at this stage will be final.

If the response from the Board of Directors is considered unsatisfactory, you have the right to contact OSCR, the Scottish Charity Regulator. OSCR's website has information about the type of concerns they deal with. These are outlined here: www.oscr.org.uk/about-charities/raise-a-concern. The telephone number for OSCR is 01382 220446.

Review & Record Keeping

The Manager responding to a complaint will keep a complaints log detailing complaints received, action taken and resolution.

In line with good practice RASAC P&K will review the Complaints Policy & Procedure on an annual basis (the policy can be reviewed sooner than this if required).

On an annual basis the Centre Manger will provide a report on the complaints received, and action taken to the Board of Directors.

Ways in which you can give feedback/suggestions:

Feedback on RASAC P&K services will be encouraged through advertisement on promotional materials and the RASAC P&K website.

RASAC P&K have a comments box in the main reception. Alternatively, feedback/suggestions can be made in writing. Suggested changes will always be considered and where possible and practical, implemented as appropriate.

Data Protection

All written documentation will be stored confidentially and retained in accordance with timescales noted in the **RASAC P&K** Data Protection Policy.