

OUR COMPLAINTS PROCEDURE

A STEP BY STEP GUIDE

IF YOU HAVE A COMPLAINT:

- | | | | |
|---------------|---|-----------------------|-------------------|
| STEP 1 | Raise it with
Branch Co-ordinator | Are you
satisfied? | If No →
Step 2 |
| STEP 2 | Raise it with
Project Co-ordinator | Are you
satisfied? | If No →
Step 3 |
| STEP 3 | Raise it with
Project Committee
Convenor | Are you
satisfied? | If No →
Step 4 |
| STEP 4 | Appeal to the
General Purposes
Sub-Committee | Are you
satisfied? | If No →
Step 5 |
| STEP 5 | Seek Advice from your local Citizens Advice Bureau as to whether there are other routes to resolution available outside Interest Link | | |

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**Complaints Procedure
or
“If something has gone
wrong please tell us so we
can fix it”**

THE INTEREST LINK BORDERS COMPLAINTS PROCEDURE

This leaflet explains our complaints procedure. It is intended for use by service users, family carers, care professionals and volunteers. It tells you why we believe your complaint is important and tells you how to make a complaint.

Your feedback gives us a valuable opportunity to monitor our standard of service, learn from what has gone wrong and take action to make sure it does not happen again.

WHAT IS A COMPLAINT

- A complaint arises if in some way you are dissatisfied as a result of something we have done or failed to do, or as a result of the attitude of any member of our paid or voluntary staff.
- We want to make it as easy as possible for you to make a complaint and so there is a form attached. Our staff can give you guidance on completing the form and the procedures to follow.

HOW TO MAKE A COMPLAINT

- **STEP 1** - Please raise any complaint first of all with your Branch Co-ordinator. We want to deal with complaints as quickly as possible and most can be resolved on the spot. If your complaint is about the Branch Co-ordinator you should begin at step 2.
- **STEP 2** - If you are not satisfied with the Branch Co-ordinator's response or your complaint involves the Branch Co-ordinator, you should contact the Project Co-ordinator. You can write to the address on the back of this leaflet, using the form attached.

- **STEP 3** - If you are not satisfied with the Project Co-ordinator's response or your complaint involves the Project Co-ordinator, you should contact the Convenor of Interest Link Borders' Management Committee. You can write to the address on the back of this leaflet.

At steps 1, 2 and 3 you will receive a full response within 10 working days, or if some matters require more detailed investigation, a timescale for a full response will be given to you.

All complaints will be thoroughly investigated. We will respect your confidentiality at all times.

IF YOU FEEL YOUR COMPLAINT HAS NOT BEEN SATISFACTORILY RESOLVED

- **STEP 4** - You have the right to appeal to Interest Link Borders' General Purposes Sub Committee, which consists of three members of the Management Committee. Write to the Convenor of the Management Committee at the address overleaf or you can use the complaint form.

All appeals will receive either a full response or an acknowledgement giving a timescale for a full response within 10 working days.

You will be invited to attend the meeting of the Sub Committee and you may bring someone with you.

- **STEP 5**

If you are still not satisfied you should Seek Advice from your local Citizens Advice Bureau as to whether there are other routes to resolution available outside Interest Link

INTEREST LINK BORDERS COMPLAINT FORM

Please return this form to the Project Co-ordinator or Convenor, Interest Link Borders, Volunteer Hall, Langtongate, Duns, Berwickshire TD11 3AF Please mark the envelope "Private & Confidential".

Name:

Position (where applicable):

Organisation (where applicable):

Address:

Telephone No.

e-mail

1. Complaint: Please give as much detail as you can. Continue on further sheets of paper or attach any relevant documents.

2. If you have already raised this complaint with someone involved with the management of Interest Link, please give details of your efforts to resolve it so far and why you are still dissatisfied.

3. In your opinion, what do you think we should do to resolve your complaint?

Signed

Date

FOR OFFICE USE

Complaint received on (date)

Action taken: