



changes

POSITIVE ABOUT MENTAL HEALTH

Complaints Procedure

Changes is a community health project that depends on the involvement of local people. Your feedback helps the project to develop in response to the community's needs and to learn from anything that has gone wrong.

This leaflet explains how you can make a complaint.

WHAT IS A COMPLAINT?

A complaint arises if in some way you are dissatisfied because of something we have done or failed to do, or as a result of the attitude of any member of staff or volunteer.

Whatever it is that you're not satisfied with, we will deal with your complaint with sensitivity and professionalism.

HOW TO MAKE A COMPLAINT

To whom do you go to make a complaint?

STEP 1. Please raise a complaint first of all with the person with whom you have been dealing; we want to deal with complaints as quickly as possible and most can be resolved on the spot.

STEP 2. If this isn't possible, or you want to speak or write to someone else, contact the Manager of Changes. You can use this form to write out your complaint. Any correspondence should be addressed to the Manager, marked confidential, and posted to:

Changes Community Health Project
108 Market Street
EH21 6QA

You can also submit a complaint by emailing info@changeschp.org.uk.

We want to make it as easy as possible for you to make a complaint. If you prefer, instead of writing to Changes, you can speak to the relevant member of staff or the Manager over the telephone. In this case a form will be filled in for you with details of your complaint. You will receive a copy of the form, which will include a contact name of the person dealing with your complaint.

Contact 0131 653 3977

You will receive a response within 10 working days, or if some matters require more detailed investigation, a time scale for a full response will be given to you.

All complaints will be thoroughly investigated. We will always respect your confidentiality.

IF YOU FEEL YOUR COMPLAINT HAS NOT BEEN SATISFACTORILY RESOLVED

STEP 3. If you are still unhappy you have the right to appeal to the Board of Trustees of Changes by writing to the Chair. All appeals will receive either a full response or an acknowledgement giving a time scale for a full response within 10 working days.

I would like to make the following complaint:

Continue on a separate page if required.

Please fill out your name and address details below and how you would like to be contacted about your complaint: -

Name _____

Address _____

Post Code _____

Telephone Number _____

Email _____

I wish to be contacted by: Telephone Post Email

Signed: _____

Date: _____