

## **COMMENTS & COMPLAINTS POLICY**

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### **Encouraging Feedback**

Lomond & Argyll Advocacy Service welcomes comments from everyone who comes into contact with the Service, including clients, carers, professionals and volunteers. To encourage feedback we have produced a 'Comments & Complaints' leaflet.

We aim to ensure that the service we provide is of the highest standard. We want to know when we do things well but we also recognise that we may not always "get things right". We will try to learn from our mistakes.

We will encourage people who are dissatisfied with any aspect of the service they have received to discuss their concerns with the Local Advocacy Co-ordinator to establish if their concerns can be addressed without resort to a formal complaint.

### **Dealing with Complaints**

All complaints will be dealt with in the same way whether they are made orally – face to face or via telephone, or in writing.

Complaints will be acknowledged in writing within seven days. At that time we will also identify the name of the person who will investigate the complaint.

Complaints will be investigated and the outcome notified to the complainant within 28 days of receipt. When necessary the person making the complaint will be invited to discuss it with the person investigating it. A person making a complaint will be entitled to be accompanied at that meeting by someone also to assist in the presentation of his or her concerns. It would not be appropriate for this person to be an employee or volunteer from our Service but, where appropriate we will try to put people in touch with an independent person who may assist in presenting the complaint, such as a representative from another advocacy project.

Complaints will normally be dealt with by the local Advocacy Co-ordinator or the Advocacy Manager.

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## **Appeals**

People who are unhappy with the outcome of their complaint can appeal against the decision. Appeals must be made in writing and should be sent to the Chairman of the Board of Directors and sent to the Service's main office address. The Appeals, Disciplinary and Grievance Committee will deal with appeals. Timescales will be as above and appeals will be acknowledged. A person making an appeal may be offered a meeting with the committee and may be accompanied by another person (not a member of staff or a volunteer with the Service). A decision on the outcome of the appeal will be notified to the person making the appeal within 28 days of receipt.