

**Policy and Procedure 6**  
**Service User Complaints Procedure**

The Centre is committed to providing a high-quality service to all service users. We would encourage feedback from our service users and this procedure forms part of this process. The Centre hopes to deal with any complaints about the service or its delivery without the need to follow a formal procedure, as such the appropriate Line Manager, Operations Manager or CEO would be available to discuss informally any issue raised by a Service User. The Centre's information leaflet advises Service Users what to do if they are unhappy with the Service.

Any complaint regarding personal data shall be notified to Data Protection Officer on 01292 288111 and Policy and Procedure 31 shall be followed. Further information on this can be sourced on the Data Protection tab at ayrhousingaidcentre.com, in particular our Data/Privacy Notice (Service Users). Additionally, a Service User has the right to make a complaint to the Information Commissioners Office.

### **First Stage**

This procedure allows Service Users to intimate their complaint to the organisation in writing or by using Complaint Form 1 or 2 depending on the service. All complaints will initially be dealt with by the line Manager unless the complaint is directly related to that person. All first stage complaints will be responded to by the organisation within 4 weeks of receipt.

### **Second Stage**

If the complaint is related to Management or the Service User is not satisfied with the first stage response, they shall request that the complaint is dealt with by the Operations Manager or CEO. This should normally be in writing detailing the complaint. All second stage complaints will be responded to within 4 weeks of receipt.

### **Third Stage**

If the complaint is related to the Operations Manager or CEO or the Service User is not satisfied with the second stage response they shall request that the complaint is dealt with by the Board. Such a request should be directed to the Chairperson. This should normally be in writing detailing the complaint.

The Board may seek to make any further enquires necessary to deal with the complaint, which could include seeking additional information from the Service User and Centre staff.

The Board will deal with the matter at their next meeting and will respond in writing within 4 weeks of the meeting.

### **Engagement Services**

In the event of a complaint from a Service User, Complaint Form 2 shall be used and the Service User shall be informed of their right to make a complaint direct to the Care Inspectorate. Their contact details are as follows:

Telephone Number - 0345 600 9527  
Email - concerns@careinspectorate.gov.scot  
Address - Care Inspectorate  
Headquarters  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

**All complaints shall be held in a central file within the Centre other than personal data complaints which will be held by the Data Protection Officer. Responses to complaints and ultimate outcomes will be attached to file on AdvicePRO. Data from the complaints shall be retained for a period of 2 years after closure of complaint and thereafter electronically shredded.**

<b>Date of Policy – 1.5.03</b>	<b>Approved by Committee – 5.6.03</b>	<b>Amended by Committee – 20.12.05 &amp; 8.12.14</b>
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