**Complaints Policy Leaflet MONKLANDS Women’s Aid**

This leaflet provides a summary of MONKLANDS Women’s Aid Complaints Policy. A full copy of the policy is available on request.

MONKLANDS Women’s Aid aims to provide a high quality service to all its users and your comments and suggestions are always welcome to help us improve our service. However, there may be times when you are not happy with the service you have received. This leaflet outlines how you can make a complaint and how it will be dealt with.

**Who can complain?**

Anyone who receives or requests a service from MONKLANDS Women’s Aid can use the complaints procedure. Your complaint will be dealt with sympathetically and in confidence.

**What can you complain about?**

Complaints can be about:

* The service that has been provided or the lack of it
* The way in which it was delivered
* The attitude or approach of members of staff

**Complaints can be made**

* In person
* By telephone
* By email
* By letter or by using the form on the back of this leaflet

**How to make a complaint**

You have every right to make a formal complaint if you wish to do so. However it is often quicker and easier to try to resolve the problem informally.

**Stage 1**

If you are not satisfied with the service you have received you should let us know as soon as possible what is wrong. Usually you would complain to the member of staff who has been dealing with the matter.

**Stage 2**

If you do not receive a satisfactory response or do not want to involve the staff member you should make a complaint to the [*the Manager or Complaints Coordinator*]. This can be made in writing or by contacting a member of our staff who can take down the details of your complaint.

**Stage 3**

If you still feel that your complaint has not been satisfactorily resolved you should write to the Appeals Panel of MONKLANDS Women’s Aid. The Chair of the appeals panel will acknowledge your receipt of your complaint and will arrange a meeting of the appeals panel. You will be invited to attend if you want to speak directly about your complaint. A friend or advisor can come with you.

**Care Inspectorate**

If the service you are complaining about is registered with the Care Inspectorate you can at any time take your complaint to them.

Leaflets about making a complaint to the Care Inspectorate are available from MONKLANDS Women’s Aid. Or you can contact them via their website at [www.scswis.com](http://www.scswis.com/) .

Complaints Form

|  |  |
| --- | --- |
| Name |  |
| Contact  Address |  |
| Telephone  Number |  |
| Details of your complaint (Please provide as much information as possible) | |
| How would you like the complaint to be resolved? | |
| Signature |  |
| Date |  |