

MAKING A FORMAL COMPLAINT

Contacting the Care Inspectorate

Springfield House
Laurelhill Business Park
Laurelhill Road
Stirling FK7 9JQ
Tel: 01786 432940

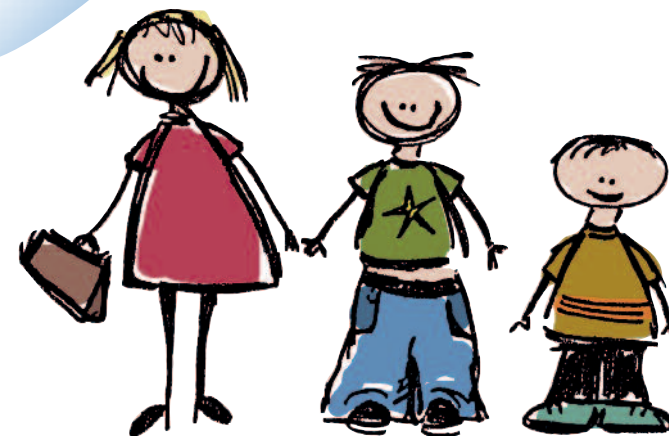
Head Office
Compass House
11 Riverside Drive
Dundee DD1 4NY
Tel: 01382 207100

PRINCIPLES OF THE POLICY

- Open Access to Procedures
- Informal Resolution of Complaints
- Positive Action by the Society
- Impartial Review of all Complaints

COMPLAINTS AND SUGGESTIONS

Speak to us or write to us



St Margaret's Children and Family Care Society
26 Newton Place • Glasgow G3 7PY
0141 332 8371 • Fax: 0141 352 7932
email: info@stmargaretsadoption.org.uk
www.stmargaretsadoption.org.uk



St Margaret's Children
and Family Care Society

WE WANT TO HEAR YOUR VIEWS

At St Margaret's we are committed to providing excellent services appropriate and relevant to your needs. We welcome your views on the service you have received from us and we would invite you to get in touch if you have any comments, concerns, suggestions or complaints. This is an effective way of monitoring the quality of our services and delivering changes when necessary.

If you are unhappy with any aspect of the services we provide, please speak to your worker, or indeed, to any member of our staff as in most cases matters can be resolved through discussion.



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Wherever possible we would hope to resolve any problems you have informally. If this is not possible we have a Complaints Procedure in place to assist you if you wish to make a complaint about any of our services.

Put your complaint in writing to:

Head of Services

St Margaret's Children & Family Care Society

26 Newton Place Glasgow G3 7PY

The Head of Services will acknowledge your complaint within 5 working days and a written report will be provided within 28 days of receipt of your complaint.

Depending on the nature of the complaint we may recruit the services of an independent investigator not employed by St Margaret's.

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If you are not satisfied with the response by the Head of Services your complaint can be investigated further by our Council of Management which will set up an Independent Review Committee.

This committee will consider the matter and make a recommendation to the Council of Management.

A final decision will be made within 28 days of receiving the committee's report and you will be given notice in writing of that decision with reasons.

If you are not satisfied with how your complaint has been dealt with or if you wish to complain about any aspect of the service you have received from St Margaret's you should contact the Care Inspectorate.