

"Some times things go wrong and we want to be able to put them right as quickly as possible"

WHAT IS A COMPLAINT?

A complaint arises if in some way you are dissatisfied as a result 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 positively and constructively.

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 leaflet to write out your complaint. Any correspondence should be addressed to the Manager, marked confidential, and sent to the

***CHANGES* office**
108 Market Street
Musselburgh
EH21 6QA

Tel: 0131-653-3977

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 get a copy of the form, which will include a contact name of the person dealing with your complaint.

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 respect your confidentiality at all times.

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 Convenor. All appeals will receive either a full response or an acknowledgement giving a time scale for a full response within 10 working days.

