

# Policy Statement



## Complaints

As a responsive organisation guided by a set of core values, Sense Scotland welcomes comments and complaints. We are committed to dealing fairly and reasonably with complaints and aim to handle them quickly and effectively. While we want to get it right first time, complaints can be a valuable part of quality improvement. Sense Scotland sets high standards and wants to know if it falls short of achieving them.

### **Sense Scotland will :**

- Respect the right of any individual to make a complaint.
- Welcome complaints as a valuable means to quality improvement.
- Use the results of complaints investigations to improve service delivery.
- Honour the organisation's integrity by dealing with all complaints fairly and effectively, and in good time.
- Promote trust and confidence by providing explanations and resolution.
- Promote and make easily available the complaints procedure.
- Actively pursue ways of making the complaints procedure more accessible to and usable by the people who use our services.
- Ensure that staff are familiar with the complaints policy and can explain to complainants how to make a complaint.
- Record complaints and regularly report on their nature and outcomes to its Trustee Board.
- Put the practical management of complaints in the hands of a senior manager.
- Not consider a complaint that is the subject of legal proceedings or is judged to be vexatious.
- Keep its policy and procedure under review.

The relevant procedure is: Complaints (full procedure) (December 2005) and Complaints (summary procedure) (December 2005) (both in the Accountability Handbook).

The organisation also has a positive commitment and open approach to whistleblowing. The relevant procedures are: Professional Conduct (March 2002) (Accountability Handbook) and Section 30 of the Conditions of Service Handbook. The Code of Conduct for social care workers (Scottish Social Services Council) is also relevant.

Joyce Wilson, Depute Director, is the designated person in relation to this policy.

**Consultation method:** circulation amongst members of the internal policy working group, March 2006, with reference to existing procedure and external guidance, and circulation to SMG 26 May 2006.

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Available in other formats on request.

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