



Unit 5, Castlebrae Business Centre, 40, Peffer Place, Edinburgh. EH16 4BB.
Tel: 0131 652 1557 Fax: 0131 652 2365

CRAIGMILLAR ADVENTURE PROJECT

MAKING A COMPLAINT

A STEP BY STEP GUIDE

This leaflet is designed to help you if you wish to complain about any of the services of Craigmillar Adventure Project and describes how you can expect Craigmillar Adventure Project to deal with your complaint. **Reference to 'staff' or 'member/s of staff' includes all Capro employees, volunteers and persons on placement with Craigmillar Adventure Project.**

WHO CAN COMPLAIN?

Anyone who is

- Receiving a service from Craigmillar Adventure Project, a member of staff or volunteer – either at home or elsewhere;
- Attending activities run by Craigmillar Adventure Project;
- A volunteer assisting with any of the services and activities of Craigmillar Adventure Project.

Anyone who has:

- Asked for a service from Craigmillar Adventure Project and is dissatisfied with the outcome.

Can I complain on someone else's behalf:

Yes, if you are caring for someone who has a complaint, if you are a close relative, if someone has asked you to represent them or if you are worried about what is happening to someone else.

Making a complaint will not be held against you. If you feel it has been, make a further complaint.

COMMITMENT TO YOUR COMPLAINT

Craigmillar Adventure Project offers services that put your needs as an individual first. However, at some point you may feel we have failed to do this and it is important that you raise any concern in order that we can quickly and properly respond.

- Your comments will be taken seriously and your complaint investigated thoroughly and sensitively.
- Your complaint will not prejudice **Craigmillar Adventure Project** against you.
- None of your statutory rights will be affected by these procedures.

PLEASE NOTE:

You are entitled at any stage in the process to seek independent advice and representation in pursuing your complaint. You may ask a family member or friend, for example, or someone from another agency. If you do not know of any outside agencies that may be able to help you, then please ask a member of staff for a list of local contacts. If for any reason, you have difficulty in completing this form; your representative may do so. Failing this, any member of staff will accurately record your complaint and read it back to you. You should sign it when you are satisfied it truly represents your view.

WHAT IS THE BEST WAY TO AIR YOUR COMPLAINT?

1. Don't be afraid of the direct approach!

It is often the case that you can settle something that is bothering you just by talking it over with the person responsible. You should talk to the Project Co-ordinator who will be prepared to listen and sort things out right away, if possible.

You may be able to settle things in an informal way. If you are unable to do so, please talk over the matter with the Project Co-ordinator of Craigmillar Adventure Project. Hopefully many problems can be solved at this stage.

2. If you are not satisfied!

If you want to make your complaint official, please use the attached form. Write your complaint, or have it recorded on your behalf and return it to:

Liz Wilson
Project Co-ordinator
Craigmillar Adventure Project
Unit 5 Castlebrae Business Centre
40 Peffer Place
EDINBURGH
EH16 4BB.

Please ensure you have included your name and address. You will be sent a letter within one week confirming your complaint has been received and is being attended to. You will also receive a photocopy of your written complaint. Your complaint will be investigated by the Project Co-ordinator who will meet with you in order to hear your concerns fully. You will receive a written response from the Project Co-ordinator within three weeks of the complaint being made.

3. If you are still not satisfied!

If you feel your complaint has not been satisfactorily resolved, you will find a standard letter attached. This you may use in order to explain that you are not fully satisfied with the resolution of the matter to send with the complaint form or you can send your own letter. Again, you can expect acknowledgement within one week and a written response with three weeks. This should be addressed to the Chairperson of the Board of Directors.

DRAFT COMPLAINT LETTER

Date

Chairperson of the Board of Directors
Craigmillar Adventure Project
Unit 5
Castlebrae Business Centre
40 Peffer Place
EDINBURGH
EH16 4BB

Dear Chairperson

Reference: COMPLAINTS PROCEDURE

I have recently had cause to complain about the service offered by Craigmillar Adventure Project. The details are contained in the enclosed Complaint form.

The matter has been considered by the Project Co-ordinator of Craigmillar Adventure Project; however I am dissatisfied with the decision reached. I should, therefore, like you to look into the matter.

I understand that you will acknowledge receipt of this letter within one week and give me your written response within three weeks.

Thank you for your assistance.

Yours sincerely

WHAT IF?

We hope that before raising any complaint about Craigmillar Adventure Project, you would first discuss the matter as described above to allow us to try to resolve the matter.

However, you are entitled to raise your concerns outwith Craigmillar Adventure Project at any point, as well, if you are dissatisfied with the outcome of the appeal.

The following are some individuals and organisations that you could contact:

Client Complaints Officer
Health and Social Department

Mental Welfare Commission for Scotland
25 Drumsheugh Gardens
Edinburgh

Local Member of Parliament

Local Authority Councillor

Police

You may use this form if you are:

- A user of Craigmillar Adventure Project or;
- Or a chosen representative of a user of Craigmillar Adventure Project;
- Or a Capro member of staff;
- Or a Volunteer of Craigmillar Adventure Project

You may use this form to:

- Make a specific complaint to Craigmillar Adventure Project;
- Raise a matter of general concern about Craigmillar Adventure Project.

**CRAIGMILLAR ADVENTURE PROJECT
COMPLAINT FORM**

To the Project Co-ordinator of Craigmillar Adventure Project:

My complaint is

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Name:

Address:

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My Chosen Representative is (optional)

Name:

Address:

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Policy passed by Capro's Board May 2009