

Complaint form (page 2)

2. Please tell us about your complaint.

(continue on a separate piece of paper if you wish, and attach any relevant documents)

Complaint form (page 3)

3. If you have raised this complaint before, why were you dissatisfied with the response?

4. What do you think we could do to resolve your complaint?



Complaints

This leaflet tells you about:

- our complaints procedure
- how to make a complaint
- how we respond to your complaint

**Borders Carers Centre
Brewerybrig
Low Buckholmside
Galashiels, TD1 1RT**

**Tel: 01896 752431
admin@borderscarers.co.uk**

Complaints procedure

What is a complaint?

A complaint arises if you are not satisfied with:

- something we have done for you
- something we have not done for you
- the attitude of a member of staff, volunteer or board member

Our aims

We aim to investigate your complaint thoroughly, and deal with it positively and constructively.

We will respect your confidentiality at all times.

You will receive an acknowledgement of your complaint within two working days and we aim to give you a full response within ten working days.

If we need more time to look into your complaint, we will let you know how long it will be before we can respond to you.

How to complain

Step 1

Write to Borders Carers Centre's manager with your complaint. We aim to deal with as many complaints as possible at this stage of the complaints process.

Making a complaint

If your complaint is about the centre's manager, please start with step 2.

Step 2

If you are still not satisfied with the outcome of your complaint, or your complaint is about the manager, please write to the chair of the centre's board of trustees.

Step 3

You have the right to appeal to the Appeals Sub-committee. The committee is made up of three members of the centre's board of trustees.

Write to the chair with your appeal. We will acknowledge your appeal within ten working days. You will be invited to attend the meeting of the sub-committee and you may bring someone with you.

Step 4

If you are still not satisfied with the outcome of your appeal, you can contact:

Scottish Borders Council's Complaints Officer by phoning 0300 100 1800.

If your complaint is about the data we hold about you, please contact the Information Commissioner's Office helpline on 0303 123 1113

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