

RASASH COMPLAINTS PROCEDURE

RASASH aims to provide a quality service to all. We welcome any comments or suggestions on how we can improve our service. However, there may be times when survivors using our service will be dissatisfied and may wish to make a complaint.

This procedure exists for any service-user who is unhappy with the service received and who feels a situation has not been resolved. Complaints can also be made about the conduct of workers. No one will be discriminated against as a result of making a complaint.

This procedure explains:

1. How you can complain
2. Who to contact
3. How we will respond

Please let us know if you require this form in another format e.g. large font or another language.

How to make a complaint

You may complain informally or formally about any aspect of our service.

Informal complaint

It may be that a complaint can be dealt with and resolved informally through discussion with one of our workers. If this is not appropriate or you are unsatisfied with the outcome, you can submit a formal complaint.

Formal complaint

You can submit a formal complaint by:

- **Writing:** to the RASASH Manager at: 38/40 Waterloo Place, Inverness, IV1 1NB
- **By email:** to info@rasash.org.uk putting 'Complaint' in the subject heading
- **By telephone:** Call 01463 257 657 and ask for the Manager. If unavailable, the Manager will get back to you within 14 working days.

A RASASH worker independent of the issue can be allocated to help you write a complaint or you may have a worker from another agency support you with this. Alternatively, you might wish to seek support from an external advocacy service, such as Citizens Advice Bureau. Whatever you decide, we will do our utmost to facilitate your complaint.

There may be circumstances where it does not feel appropriate or you do not feel able to submit a complaint to the RASASH Manager e.g. if the complaint is about management. In these cases, you can contact the Chair of the Board in the first instance (contact details below).

Anonymous complaint

It is possible to submit a complaint anonymously and we will accommodate this wherever possible. There may be some circumstances where it is not possible to adequately investigate and respond to an anonymous complaint. We therefore encourage those who complain to say who they are so that we can respond fully to the complaint and let them know the outcome.

What happens when a complaint is made?

On receiving a complaint RASASH Manager will:

- Contact you within 14 working days by letter, email, or phone
- Discuss the complaint with you and if you wish to have someone to support you
- Investigate the complaint thoroughly
- Address the complaint sensitively, transparently, and impartially
- Contact you by letter, phone, or email within 28 working days, to inform you of the outcome/progress of the investigation.

Possible Outcomes of Complaints

The outcomes of a complaint will depend on the nature of the complaint made.

- Complaints about a staff member/volunteer:
 - Findings may not be upheld
 - An apology
 - Training recommended
 - Disciplinary action
 - Changes to policies
- Complaints about the building:
 - If we can fix it we will
 - Apologies made
 - Policies/procedures amended

Right of Appeal

If you are not satisfied with the outcome, you can appeal to the RASASH Board who will go over the complaint and outcome with you, with the possibility for further discussion if necessary. After investigation, you will be informed in writing about the outcome. The decision at this point marks the end of our internal complaints process.

If you are still not satisfied with our internal complaints process or outcome you can contact **OSCR on 01382 220446**.

Aggressive or Vexatious Complaints

We take complaints seriously and will address these impartially, fairly, and sensitively. However, there may be rare instances when a complaint is aggressive, vexatious, or made in bad faith. The Manager will refer such complaints to the Board of RASASH. If the Board deems a complaint to be aggressive or obsessive, they will notify the complainer accordingly.

While extremely rare, RASASH cannot tolerate aggressive, violent, or unsafe behaviour towards staff or other service-users. If this occurs, access to our services may be suspended while an investigation takes place. This may result in you not being able to access our services for a specific time or in some cases indefinitely. Such decisions will be made by the Board.