



COMPLAINTS PROCEDURE FOR SERVICE USERS

Orkney Rape & Sexual Assault Service (ORSAS) SCIO aims to provide a quality service to all. We welcome any comments or suggestions on how we can improve upon our service. However, there may be times when people using our service will be dissatisfied and may wish to make a complaint.

This leaflet explains:

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

You may complain informally or formally. In the first instance it may be that a complaint can be dealt with and resolved informally through discussion with one of our workers.

However, this may not be possible, in which case we have a formal complaints procedure.

This procedure exists for anyone using our service, who is unhappy with the service received and who feels a situation has not been resolved. In circumstances such as these ORSAS encourages service users to use this procedure. No one will be discriminated against as a result of making a complaint.

How to make a complaint

You can make a complaint about any aspect of our service by emailing or writing to:

Zelda Bradley, Manager, ORSAS, 26 Bridge Street, Kirkwall, KW15 1HR

Email: zelda.bradley@orsas.scot

Please mark the envelope 'Private and Confidential' and use the attached Complaints Form.

Should you be unable to make a written complaint please phone the Manager on 01856 872298.

A support 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 or Advocacy Orkney
01856 875266 01856 870111

Please let us know if you require this form in another format, for example a larger font, tinted colour etc.

What happens when a complaint is made?

On receiving a complaint, the Manager will:

- Contact you as soon as possible by letter, email or phone
- Discuss the complaint with you
- Investigate the complaint thoroughly
- Address the complaint sensitively
- Contact you by letter, phone or email within 21 working days, to inform you of the outcome/ progress of the investigation.

If you are not satisfied with the outcome you can appeal to the Board of Trustees at ORSAS, who will go over the initial 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 the Office of the Scottish Charity Regulator through their online concern form which can be found at <https://www.oscr.org.uk/contact-oscr> . They do not deal with complaints via email or telephone.



COMPLAINTS FORM

Your Details:

Name:	Contact No:
Any other contact details:	

What is your complaint? (please continue on a separate sheet if necessary)



When and where did the event(s) you are complaining about occur?

How would you like the complaint to be resolved?

Signature _____

Date _____

Thank you for taking the time to fill out this form