

Complaints and Suggestions Policy

Easy Read

Copyright images © Photosymbols

Prepared by Disability Equality Scotland



This is our policy on Complaints and Suggestions.

The policy is to make sure that Inclusion Scotland:

Has high standards



Acts quickly if things go wrong

Makes things right when we get something wrong

Help us to learn from things that have gone wrong

Introduction



Inclusion Scotland want to make sure we get things right for you. But sometimes things might go wrong.



If things go wrong, we want to make them right.



This policy tells you how to make a complaint if things go wrong and what will happen next.



This policy is for everyone who works with us.

It includes people who attend our events, use our information or our services.

A complaint is different to a grievance.
A grievance is made by someone who works for Inclusion Scotland



If you make a complaint it could lead to a disciplinary for a staff member. Their boss will decide on this.



Any complaint you make will be confidential. This means we won't tell anyone what you're complaining about.



You can also tell us how to make things better without making a complaint.

This is called a suggestion.

You can make a suggestion if you think there's a better way Inclusion Scotland can be working.



A copy of this complaints policy is available on our website.

How to make a complaint

Stage 1



You need to let us know about your complaint as soon as possible.



If you don't tell us quickly it might make it more difficult for us to sort it out.



If you know the person you are complaining about, you might want to speak to them first if you feel comfortable.



If you don't feel comfortable speaking to the person then you can speak to their boss.



If you don't know who is responsible, you can tell any member of staff.

There are different ways you can get in touch.



You can e-mail us



You can call us



You can write a letter to us



You can ask someone to speak on your behalf.



We will let you know that we have got your complaint within 5 days.



We will listen carefully to your complaint and make sure we understand you.



We will make a written note and will check the note with you.



We will talk to the staff member who the complaint is about to find out what went wrong. We might also have to investigate your complaint.



You might be invited to meet with the person. If you would like to bring someone with you to the meeting that is fine.

If you would prefer not to meet with the person then you don't have to.



Once your complaint has been investigated, you will get a letter about what has been done to put things right.



You will get this letter 14 days, but there might be a delay.

How to make a complaint

Stage 2



If you are still not happy with the result of your complaint, you can ask to speak to the Chief Executive Officer.



The Chief Executive Officer is Sally Witcher. She will investigate your complaint again.



If the Chief Executive Officer is the person you are complaining about, or if she has already looked at your complaint, the Convenor of Inclusion Scotland's Board will investigate.

You will need to provide information.



- What happened
- When it happened
- Why you don't like the outcome of your complaint at Stage 1
- What you think the Chief Executive Officer should do to help

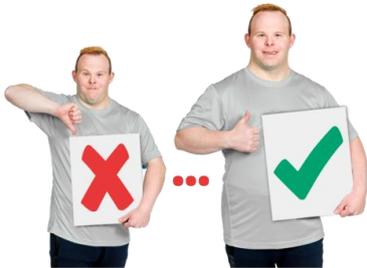


The Chief Executive Officer or the Convenor will look again at your complaint and make a decision.



They will let you know the decision within 2 weeks. Their decision is final.

How to make a suggestion



Suggestions are good. They help us improve what we do. We like to hear from our members about how we can make things better for them.

Suggestions are also a good way to stop something becoming a problem.



You can make a suggestion by using an evaluation form or newsletter or at an event.



We will listen to your suggestions carefully.

We might not be able to use everyone's suggestions.



We will let you know what we've done about your suggestion.