Telephone numbers and addresses

Head of Client Services:

Doreen Miller
Cruse Scotland
29 Barossa Place
Perth
PH1 5HH

Please mark your letter “Private & Confidential”

Tel: 01738 444178

Email: info@crusescotland.org.uk

Fiona Arnott-Barron, Chief Executive Officer
fiona.arnott-barron@crusescotland.org.uk
Doreen Miller, Head of Client Services:
doreen.miller@crusescotland.org.uk

We hope you find this leaflet useful. Please get in touch using the contacts above if you need more information.

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Cruse Scotland
Bereavement Support

How to make a complaint

At Cruse Scotland, we strive to provide services of the highest quality. If we don’t succeed, we want to know about it.

The leaflet is to help you understand the procedure if you wish to discuss a problem or make a complaint.

If you require a copy of this publication in an alternative format or language, please call 01738 444178

Introduction

Cruse Scotland strives to ensure that its services, staff and volunteers offer the very highest quality experience to our clients, customers and communities. We acknowledge that occasionally we are not able to meet expectations and that sometimes things go wrong. We will deal with all complaints from clients, customers, other organisations, representatives and members of the public quickly and fairly in a clear and transparent manner. This can include complaints about the service that has been offered and/or provided, as well as a complaint concerning Cruse Scotland's fundraising practice.

How do I let Cruse Scotland know I have a concern about the service I have received?

- Simply contact Cruse Scotland at the address on the back of this leaflet to tell us about your concern. You can do this by phone, email or letter.
- If you are unsure about doing this, please contact Cruse Scotland by phone or email for confidential advice.

What will happen?

There are three stages that we will work through. After each stage, you can end the process if you feel the issue raised has been resolved to your satisfaction - or if not, you can proceed to the next stage.

- **Stage 1: (Informal)** We will try to resolve concerns as simply as possible by facilitating informal local discussions between those involved. A complaint at this stage should be resolved within 10 working days. Where that doesn't feel possible or doesn't resolve your concern we can move to a more formal stage.

- **Stage 2: (Formal)** Made in writing to the Head of Client Services. We will ask someone to investigate what has happened and gather the facts. This might mean meeting separately with you and with the volunteer or staff member involved. We will acknowledge receipt within 5 working days and you will be notified of the outcome by letter within 20 working days of receipt of the formal Stage 2 complaint.

Stage 3: (Appeal) If you do not feel things are resolved at the end of Stage 2 you can appeal the decision within 10 working days to the Chief Executive Officer. An Appeal panel will be set up of 2 members of Cruse Scotland Board and 1 independent person who will hear all the facts. Their decision will be made known to you in writing within 30 working days of receipt of your Appeal request.

What if I said things I would prefer to be kept confidential?

- Everyone in Cruse Scotland respects confidentiality but some information that was said in confidence may need to be disclosed in order to investigate the complaint. Such disclosure would be kept to a minimum.
- The investigator will only ask or be told what is needed to deal with your complaint.

If the above procedures have been exhausted and you are still unhappy.

Cruse Scotland is an organisational member of Counselling and Psychotherapy in Scotland (COSCA), you also have a right to complain directly to COSCA via the COSCA Complaints Procedure if you feel that your concern has not been addressed and you have exhausted our own Complaints Procedure. This can be done within one month of the appeal decision.

Counselling & Psychotherapy in Scotland, 16 Melville Terrace, Stirling FK8 2NE.

Tel: 01786 475140, Email: info@cosca.org.uk, www.cosca.org.uk

Our Complaints Procedure is in addition to, not a replacement for any legal rights.