

Complaints

The complaints procedure is there to ensure that all incoming complaints and concerns to Blue Sky are logged and dealt with efficiently. Every incoming complaint and concern will be passed to the Chief Executive who will respond. All complaints and concerns will be responded to and the outcome will be fed into future developments of the service.

Every person making a complaint will receive written confirmation that the complaint has been noted within three working days. Investigative action will be taken where necessary within 4 weeks of the complaint being received. A letter will be issued to the complainant within 6 weeks of the complaint being received to inform them of the outcome or the continued investigation. Once the full investigation has been completed the complainant will be notified of the outcome and given the opportunity to respond. No member of staff or trustee may give a promise of total confidentiality to a service user. When discussing sensitive matters with service users, staff are required make clear their duty to pass on information received.

Due to the confidential nature of investigations we cannot share specific information with complainants (witness statements etc.). Outcomes of complaints will be acknowledged in writing to complainant rather than in person in order to maintain the appropriate written records for complaints and to ensure clear and consistent communication on such sensitive matters.



2. Appeals Process:

If a complainant is unhappy with the outcome of their complaint they may appeal in writing within 7 days of the written response from Blue Sky. Trustees will then meet within 4 weeks of the receipt of the appeal and decide if the appeal will be upheld. At this stage complainants *may* be asked to attend a meeting with the trustees to talk through their concerns and reasons for appealing the decision we have made.

We may at this stage agree to an additional review of the complaint or refer you to the compliance department at the Office of Scottish Charities Register (OSCR) and/ or OFTSED.

2. Who can make a complaint?

Anyone who has come into contact with the service is able to make a complaint or raise a concern that they have with the service. This includes service users, other agencies and members of the public.

3. What can you complain about?

Complaints take various forms and may be about raising a concern regarding a decision made by the service, or about the operation of the service. The complaint may be regarding a member of staff or volunteer involved in the service. It may also be regarding an outside party associated with the service, for example other agency.

There is no limit to the reasons why someone may wish to make a complaint or raise a concern and all comments are welcomed to ensure continuous improvement of the service.



4. How to raise a complaint or concern.

Complaints can be submitted in writing, by email, telephone or in person. If in writing, this can be done in letter format or by using the attached form. Details for correspondence are below:

Complaints Officer
Blue Sky Autism Project
4-5 Mitchell Street,
Summit House,
Edinburgh, Scotland, EH6 7BD
Email: trustees@blueskyautism.com



Appendix 1. Blue Sky Complaints Form

1. Complainant Details

Name:

Address:

Phone No:

Mobile No:

Email:

2. Nature of Complaint:

Please tick as appropriate:

BS employee

BS volunteer

Operational issue

Other (Please State)



3. Details of Complaint:

Attach separate sheet if necessary

4. Complaint Sent To:

Name:

Position:

Signed:

Date:

5. Complaint Record

Office Use Only

Date Received:



Date Acknowledged:

Date Investigation Completed and Complainant Notified:

Outcome:

Further Action to be Taken: