

At-a-glance Complaints Process

Complain to the Project / Individual's Manager



Meet the Manager and Staff Member(s)



Resolution
OR
Appeal to the Complaints Officer



Meet with the Complaints Officer and Staff Member(s)



Resolution
OR
Complain to an external organisation

You can also complain at any point to an external organisation.

Contact details

Lothian, Scotland-wide Services, Fundraising & Communications, and Administration

3 Mansfield Place
Edinburgh EH3 6NB Tel: 0131 558 1425

Milestone Residential & Outreach Support

113 Oxbgangs Road North
Edinburgh EH14 1EB Tel: 0131 441 6989

Forth Valley

NHS Forth Valley – Central Stores Department
Unit 2, Colquhoun Street
Stirling, FK7 7PX Tel: 07718 970591

Fife

Sexual Health Fife, Whyteman's Brae Hospital
Whyteman's Brae
Kirkcaldy KY1 2ND Tel: 01592 729287

Glasgow, Argyll & Bute, and Lanarkshire

12 Queens Crescent
Glasgow G4 9AS Tel: 0141 332 2520

Highland

34 Waterloo Place
Inverness IV1 1NB Tel: 01463 711585

Find out more at www.waverleycare.org

📍 Find us on Facebook 🐦 Follow us on Twitter



Registered Office:

Waverley Care, 3 Mansfield Place, Edinburgh EH3 6NB
Tel: 0131 558 1425 Email: info@waverleycare.org
Web: www.waverleycare.org

Scottish Charity No. SC036500
Company Limited by Guarantee No. 253043

Your Right to Complain

A guide to our complaints procedure



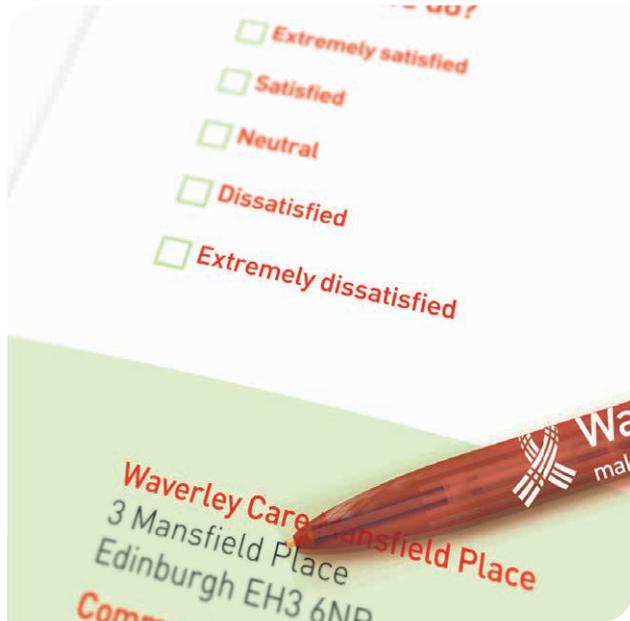
Providing support to
people in Scotland living
with HIV or Hepatitis C

Waverley Care aims to deliver services that meet your needs. We aim to do this professionally and with high standards. However, occasionally you may feel that we have not done this and you may want to complain.

A complaint can be about any aspect of professional practice or behaviour. It can be about any aspect of a service received and also about a service which you feel you should have received but did not.

We hope that most complaints can be resolved early and informally by encouraging honest and open communication between people, which allows for misunderstandings to be quickly resolved.

Sometimes, however, you might want to make a more formal complaint. The following explains how you can do this:



Stage 1 - The Complaints Process

- a. Your complaint should be made to the manager of the project (or the manager of the individual concerned). They will make sure the complaint is written down if you have not done this yourself.
- b. The manager will write to you within 7 working days acknowledging receipt of your complaint.
- c. The manager will ask to meet with you and the staff members involved within 20 working days. At this meeting you may bring a friend or representative who is there to support and assist you.

Hopefully this meeting will resolve your complaint.

NB: If your complaint is against the Chief Executive, you should register it with the Chair of the Board.

Stage 2 - The Appeal Process

If you do not feel your complaint has been satisfactorily dealt with during the complaints process you can appeal.

- a. Your appeal should be made to the line manager of the person who heard your complaint. This person will act as the Complaints Officer. If Waverley Care's Chief Executive heard your complaint, your appeal should be referred to the Board of Trustees.
- b. The Complaints Officer will hear the appeal and will follow the same process as steps b and c of the stage 1 complaints process above.

The decision of the Complaints Officer will be Waverley Care's final decision.

The External Complaints Process

At any point you can complain to:

Care Inspectorate
Compass House
11 Riverside Drive
Dundee DD1 4NY
Tel: 0345 600 9527

Who can help you make your complaint?

If you would like help making your complaint, you can get help or advice from a local advice centre, such as the Citizens Advice Bureau, or through an advocacy organisation.

If you would like to discuss any aspect of this procedure, or receive a copy of Waverley Care's full complaints policy, please contact any member of staff.