**Community InfoSource**

**COMPLAINTS**

**Policy and Procedures**

Updated February 2019, next review January 2022

If you require any of this information in a different language or accessible format, please contact CIS on [info@infosource.org.uk](mailto:info@infosource.org.uk) or 0141 258 2773

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##### MAKING A COMPLAINT

##### Policy

We aim to deliver a high quality service to our clients. We value your comments as this helps us to improve the way we work. If you are unhappy with the service you have received from us or our partners, please contact us so we can try to put things right.

We will acknowledge your complaint and tell you when you will receive a response. We will investigate your complaint, coming back to you if we require additional information. If we find that our service has not been up to the standard we expect to provide, you will receive a written apology. We will try to put things right and take steps to make sure we do not make the same mistake again.

For further information on our complaints process, please see below.

We provide details on our complaints’ performance to our Directors and staff and make changes to processes if required.

**WAYS TO COMPLAIN**

**1. Informally**

You can complain to one of our staff – to the person you feel is a problem or to someone else.

**Community InfoSource** staff can support you to make the complaint. This can be spoken. You can make it on the telephone or in person

We will try to deal with your complaint immediately, but this can sometimes be difficult. If you have to wait for a reply, we will tell you why and when you will get it.

If you are not happy with our reply, you can make a complaint formally.

**2. Formally**

**When**

1. If you have made a complaint informally and you are still not happy
2. If you feel that the problem is very serious

You can make a complaint on the form which is at the end of this paper, or you can write a letter or an email. You can ask a member of staff, a friend, a member of your family, or someone at the Citizen’s Advice Bureau to help you.

Please put the form or your letter in an envelope if it is a hard copy.

**Please email:** [info@infosource.org.uk](mailto:info@infosource.org.uk)

**Or write on the envelope:**

“Private and Confidential

For the attention of the Manager, Community InfoSource, Albany Centre, 44 Ashley Street, Glasgow G3 6DS”

**Or write on the envelope:**

“Private and Confidential

For the attention of the Chairperson, Community InfoSource,

Albany Centre, 44 Ashley Street, Glasgow G3 6DS”

**WHAT WILL HAPPEN IF YOU MAKE A COMPLAINT**

After we have received your complaint, we will write to you within three working days. This letter will tell you what we will do next – normally we will:

* Ask you to meet with us to talk about what has happened; (if you wish, a friend or a member of your family can come with you to this meeting).
* Our Manager or our Board of Directors or an independent person will investigate your concerns.
* We will let you know the result of the investigation within 28 days and any actions being taken as a result.
* We will let you know what you can do if you are not happy with our reply.

**Who will know about your complaint?**

* The **Community InfoSource** Manager and some members of the Board of Directors if investigating further, and advisors to the organisation will see your complaint.
* If you are complaining about a member of staff, we will have to tell her / him about the complaint so that they can give their side of the story.
* Your complaint will be dealt with confidentially but we may need to share aspects of it with some staff, Board members or advisors in order to investigate appropriately.

**If you are still unhappy, you can make an Appeal:**

* You can make an appeal within 14 days of hearing your answer.
* Your appeal will go to the remaining Board of Directors who were not involved before or to the Chairperson of the Board of Directors, depending on what your complaint was about.
* The Board of Directors or Chairperson will ask specially chosen Directors on the Board, or someone from outside **Community InfoSource**, to investigate the concern – the Appeal Panel.

**What happens if you make an Appeal?**

After we receive your appeal, you will receive a letter within 7 days. The letter will describe what we will do about your appeal. Normally, you will meet with the Appeal Panel. A friend or member of your family can come with you to the meeting if you wish. The Appeal Panel will consider your complaint and your appeal. The Appeal Panel will send you a letter within 14 days of the meeting. The letter will tell you what they have decided. Their decision is final.

**COMPLAINT FORM**

If you use Community InfoSource’s services, you can fill out this form to make a formal complaint.

1. **Your name**
2. **Your address**
3. **Your telephone number**
4. **Your email address (if you have one)**
5. **Your complaint**

Please tell us about the reason for your complaint. You can use more sheets of paper if you wish to.

1. **Please tell us how you think we can solve the problem**

(Please use more sheets of paper if you wish)

**Please sign your name here:**

**Date:**

**SEND FORM TO**

**Please email:** [info@infosource.org.uk](mailto:info@infosource.org.uk) marked Private & Confidential

**Or write on the envelope:**

“Private and Confidential

For the attention of the Manager, Community InfoSource, Albany Centre, 44 Ashley Street, Glasgow G3 6DS”

**Or write on the envelope:**

“Private and Confidential

For the attention of the Chairperson, Community InfoSource,

Albany Centre, 44 Ashley Street, Glasgow G3 6DS”

**For information**

Your details will be stored physically in a locked filing cabinet and electronically in a private server. Your details will only be shared with people inside this organisation or its advisors. This meets the General Data Protection Regulation (GDPR) 2018.