Inverness Women’s Aid aims to provide a high quality service to all its users and your comments and suggestions are always welcome to help us improve our service. However, there may be times when you are not happy with the service you have received. This leaflet outlines how you can make a complaint and how it will be dealt with.

Anyone who receives or requests a service from Inverness Women’s Aid can use the complaints procedure. Your complaint will be dealt with sympathetically and in confidence.

*What can you complain about?*

Complaints can be about:

* the service that has been provided or the lack of it
* the way in which it was delivered
* the attitude, approach or actions of members of staff

*Complaints can be made*

In person

By telephone 01463 220719

By e-mail to info@invernesswa.org

By letter

*Stage 1*

If you are not satisfied with the service you have received you should let us know as soon as possible what is wrong. Usually you would complain to the member of staff who has been dealing with the matter.

*Stage 2*

If you do not receive a satisfactory response or do not want to involve the staff member you should make a complaint to the manager. This can be made in writing or by contacting a member of our staff who can take down the details of your complaint.

Stage 1 & 2 complaints will be acknowledged within 3 working days and responded to, after investigations, within 10 working days

*Stage 3- to IWA Board of Directors*

If you still feel that your complaint has not been satisfactorily resolved you should write to the Directors of Inverness Women’s Aid. The nominated Director will acknowledge receipt of your complaint and will arrange an investigation.

Stage 3 complaints will be acknowledged within 3 working days and responded to, after investigations, within 28 days.

**External Advocacy Support for Clients**

Any service user can take advantage of an external advocacy service to help them to Appeal. If you wish to use this service please speak to a member of staff who can arrange for them to contact you for support or can provide you with details so that you can contact them directly yourself.

**Some local contacts**

Advocacy Highland 01463 233460

Citizens Advice 01463 237664

Alternatively you can contact the Care Inspectorate, who regulate our service.
Care Inspectorate
Great Glen House
Leachkin Road
INVERNESS
IV3 8NW

T: 0345 600 9527 W: www.careinspectorate.com