

Comments, compliments and complaints procedure



Easy read guide

- Victim Support Scotland supports victims and witnesses of all types of crime. Our mission is that victims and witnesses of crime are at the heart of justice in Scotland.
- We have made this guide to explain how you can give Victim Support Scotland comments, compliments or complaints.
- We welcome comments, compliments and complaints so we can improve the services we provide. We want all people who need support from us to receive high quality support.
- Feedback helps Victim Support Scotland to learn what we are doing well and ways we could improve. If something needs to be fixed, hearing about it gives us the chance to put things right.
- If you contact us we will keep your information private within the organisation. Your personal details are kept safe and secure. Your data rights are not affected by giving us your views.

How to get in touch with a comment, compliment or complaint

Contact a Local Service



You can **telephone** or **write** to the local service that you used. Or you can **make an appointment** at any local Victim Support Scotland service to talk face-to-face.

You can find details of all our local services on our website: <https://victimsupport.scot/locations/>.

Contact our National Office



You can contact Victim Support Scotland **online** using the 'Contact Us' form on our website:

<https://victimsupport.scot/contact/contact-us-online/>



You can **telephone** our National Office: **0131 668 4486**



You can **write** to our National Office:

Victim Support Scotland
15-23 Hardwell Close
Edinburgh
EH8 9RX

If you contact us, you will need to give us some basic details of the situation. You will also need to provide details of how we can get back in contact with you.



What happens when you get in touch?

Complaints

A complaint is where you want something to be fixed about the service Victim Support Scotland provides.



- The person who you first contact will talk to you about the complaint. The local manager will then try to fix what is wrong. The complaint is now in the **resolution** stage.



- If you feel that the complaint is not fixed a different manager will get involved. This person will not be connected to the situation and will not take sides. They will investigate the complaint.

This complaint is now in the **escalation** stage. This manager will introduce themselves **within 5 working days** of receiving your complaint.



- The manager doing the **investigation** for your complaint will contact you with their investigation findings.

They will do this **within 28 working days** since first receiving your complaint. If there are any delays, they will contact you.



- You will get a **complaint response** from us when the investigation is finished. We will let you know what we have done about your complaint.

We will also tell you what things we have learned from it. We will also make a record for ourselves about what we have learned.

Right to appeal

If you feel that things are not fixed after our complaints response you can ask for an **appeal**.



- You need to ask for this appeal **within 14 working days** of getting your complaint response.



- If you ask for an appeal, a person from our executive team will look over the complaint. They make a final decision about what happens with the complaint.

Comments or compliments

Comments or compliments are views you have that you want us to know about. Comments can be negative or positive.

With comments or compliments there is no specific issue you want us to fix.



- We will listen to what you have said.
- We will record it so we can learn from your feedback
- There is nothing else that you need to do. You can get in touch again if you would like to tell us about anything else.

Any questions?

If you have any questions about the comments, compliments or complaints process please contact us:

- Website 'Contact Us' form:
<https://victimsupport.scot/contact/contact-us-online/>
- Postal address:
Victim Support Scotland National Office
15-23 Hardwell Close
Edinburgh
EH8 9RX
- Telephone: 0131 668 4486



Additional information or support requirements

We want everybody to be able to give us their views.



- If you require information in a different language or format please let us know.



- Please tell us if you require additional support to help you to give feedback.