



## **Partners in Play - Complaints Procedure**

We are committed to ensuring that we provide a high quality service for children/young people and their families. To help us improve our service we welcome all complaints, comments and compliments. This feedback will help us review and improve our service.

Partners in play embraces the principle that all staff, children/young people and visitors have the right to complain and to have the complaint investigated fairly, objectively and promptly.

**What is a complaint?** This is a way of telling us that you are not happy with a service and gives us the opportunity to put things right. We record and report all our complaints as we have a legal responsibility to do so.

**What is a compliment?** Compliments let us know when you are happy with our services and help us to know what we are doing well and how we could use this positively in other services.

**What is a comment?** Your comments will give us ideas on how we can improve a service. We welcome any comments that can help us improve any part of the service that we deliver.

Partners in Play will regularly assess our service and will apply any improvements needed. We have regular visits from the Care Commission to monitor and review all our services.

These guidelines set out what we will do if you complain to us, how we will investigate your complaint and the time scale.

### **Making a complaint**

If you feel that the service we offer is not up to standard or you feel we have displayed poor decision making, then you have the right to make a complaint. You can inform us by contacting the office in person, email, and phone or by fax. You can also complete the attached form.

It is our aim to resolve your complaint efficiently and as quick as possible. Our staff are trained to deal appropriately with your complaint, in a professional manner. If however you are not happy with how we deal with your complaint then you can inform staff and we will start the first part of the complaint procedure. Our experienced staff will offer you support with who to contact and what is stated in the complaint procedure.

If through you raising a complaint it is discovered that we are at fault we will do our utmost to ensure that all matters regarding the complaint are solved. If it is identified that we cannot resolve the complaint then we will ensure you are given answers as to why.

**Table 1 – Stages of Complaints Procedure**

Stage	Action	Timescale
Stage One	The senior staff from the named service will investigate the complaint and will contact you with a response.	Your complaint will be acknowledged within 5 working days  Pip will respond to your complaint within 28 working days. If this is not possible we will contact you to inform you when we will be able to answer your complaint.
Stage Two	The Manager will investigate the decision been made about the complaint made by yourself.	Your complaint will be acknowledged within 5 working days  Pip will respond to your complaint within 28 working days. If this is not possible we will contact you to inform you when we will be able to answer your complaint.
Stage Three	The Board of Directors will investigate the decision been made about the complaint made by yourself	Your complaint will be acknowledged within 5 working days  Pip will respond to your complaint within 28 working days. If this is not possible we will contact you to inform you when we will be able to answer your complaint.

## **Independent review**

If you are still not fully satisfied after stage 3 then you can contact one of the organisations below who Partners in Play are regulated by.

### **Social Care & Social Work Improvement Scotland – Hamilton (Regional Office)**

Princes Gate, Castle Street

Hamilton ML3 6BU

Telephone: 01698 208 150 Lo-Call: 0845 600 8336

### **Office of the Scottish Charity Regulator (OSCR)**

2nd Floor

Quadrant House

9 Riverside Drive

Dundee

DD1 4NY

Telephone Number: 01382 220446 email: [info@oscr.org.uk](mailto:info@oscr.org.uk)

### **Companies House**

4th Floor Edinburgh Quay 2

139 Fountainbridge

Edinburgh EH3 9FF



**Partners in Play – Compliments, Complaint and Comment Form.**

Please describe the service/ area that you would like to give comment on:

What best describes your feedback? (Please tick one)

Compliments       Complaint       Comment

Please provide details of your compliment, complaint or comment. If your feedback is a complaint, please explain what you think we should do to resolve the problem. If there is not enough space below please continue on a separate piece of paper.

Would you like a response to your feedback?    Yes                          No   

Name .....

Address .....

.....

Post Code ..... Phone Number .....

Email: .....

How would you prefer to be contacted?                      Email                          Post   

**Thank you for taking the time to complete this form. Please post or hand back to the manager, Partners in Play, G2, Dalziel Building, 7 Scott Street, Motherwell, ML1 1PN.**

If you have requested a response you will receive this within 7 working days.

For any queries in the mean time then please contact the **Partners in Play Office: 01698 230 130** email [info@partnersinplay.org.uk](mailto:info@partnersinplay.org.uk)