

# Compliments and Complaints

Scottish Autism is committed to ensuring that its services are of the highest quality. We welcome feedback from all stakeholders in order that we can improve where necessary or recognise and learn from positive or outstanding experiences. A formal complaints handling procedure enables Scottish Autism to respond clearly and properly to complaints and to know when and why people are not satisfied with services, so that it can improve them.

## Compliments

Positive feedback about our services and staff is welcomed. If you wish to provide positive feedback, you can email [autism@scottishautism.org](mailto:autism@scottishautism.org).

You can also write to our Head Office: FAO Chief Executive, Scottish Autism, Hilton House, Alloa Business Park, Whins Road, Alloa, FK10 3SA.

We will pass your positive feedback on to relevant staff and management, and ensure that the Director of Autism Services is also made aware of your feedback.

You can also contact the Care Inspectorate to provide positive feedback on any of our services. Contact details can be found on the Care Inspectorate website: [www.careinspectorate.com](http://www.careinspectorate.com)

## Complaints

### Stage 1

Speak to the individual(s) concerned or their line manager and try to resolve the complaint informally. The individual concerned is required to tell you their name and who their line manager is if you ask them.

If the complaint cannot be resolved informally with local staff and managers, the complaint should be escalated to Stage 2.

# Compliments and Complaints

## Stage 2

If you are not satisfied with the response you have received at stage one (informal) you should then use stage two of this procedure.

Outline the details of your complaint by letter, email, or audio tape and send it to the Chief Executive (CEO), Scottish Autism, Hilton House, Alloa Business Park, Whins Road, Alloa FK10 3SA.

If your complaint is about the CEO then please address your complaint to the Chair of the Board (marked private and confidential), and send it to Scottish Autism, Hilton House, Alloa Business Park, Whins Road, Alloa, FK10 3SA. The Board are ultimately responsible as Trustees of the organisation to look into your complaint.

Complaints will be acknowledged, by letter, within 7 working days and a full written response will be provided within 20 working days from receipt of the complaint.

## Stage 3

If you are not satisfied with the response to your complaint, then outline the reasons for your dissatisfaction by letter, email or audio tape within 7 working days of receiving the letter to the CEO (or the Chair of Board if it is about the CEO).

An Appeals Panel, normally of two members, will be convened to consider your appeal. The CEO will be responsible for ensuring the panel is appropriately representative. Panel membership will be restricted to people who have had no previous involvement in the complaint.

The chair of the Appeals Panel will write to you within 28 working days of receiving your appeal.