



COMPLAINTS POLICY

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Fife Rape and Sexual Assault Centre

COMPLAINTS POLICY

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Fife Rape and Sexual Assault Centre

COMPLAINTS POLICY

1. AIMS

Fife Rape and Sexual Assault Centre aim to provide a quality service and this policy is to ensure that there is a uniform approach to complaints and comments.

2. RESPONSIBILITIES

All members of staff have a responsibility to be aware of this policy.

3. PRINCIPLES

Who May Make a Complaint?

- Service users
- Other agencies

What is a Complaint?

A complaint is any expression of dissatisfaction that needs a response. A complaint may be about service delivery, staff, volunteers or the Centre's policies. It may be verbal, written or emailed.

Verbal complaints should be acknowledged and, if the complainant would like it to be investigated, advised that the complaint must be put in writing.

4. PROCEDURE

The Complaints Procedure can be found within the Complaints Procedure document.

5. RECORDING AND MONITORING

Comments and complaints are an effective way for organisations to gain feedback from their users and partners in a constructive way. Information about comments and complaints should be reviewed annually.

6. DOCUMENT CONTROL

Version	Revision Date	Revision Description	Next Review Date

7. ASSOCIATED DOCUMENTS

Ref Number	Title	Location Hyperlink
	Anti-Harassment and Bullying Policy	
	Confidentiality and Data Protection Policy	
	Disciplinary Policy	
	Grievance Policy	
	Equal Opportunities Policy	
	Conflict of Interest Policy	
	Whistleblowing Policy	