

# National 3<sup>rd</sup> Party Complaints Policy and Procedure

January 2019

***Relationships Scotland Member Services are not required by law to investigate 3<sup>rd</sup> party complaints. Relationships Scotland however recommends that all Member Services adopt this policy to investigate 3<sup>rd</sup> party complaints as good practice.***

Relationships Scotland Member Services welcome comments on the service they provide to clients. All comments on the standard of client service provision are taken very seriously.

The Relationships Scotland Complaints Policy, Procedures and Guidance is relevant when a client has a concern with the service they have received. However, there are times when someone who did not personally receive a service from a Relationships Scotland Member Service may have a complaint to make and a reasonable belief that the information they disclose is accurate.

Any 3<sup>rd</sup> party complaint will be considered by the Service Manager or Chair of the Member Service. This includes those made verbally, in writing or anonymously. All complaints will be dealt with impartially and confidentially.

Complaints are accepted within 1 year of the date of allegation

## **STAGES**

### **Informal Stage**

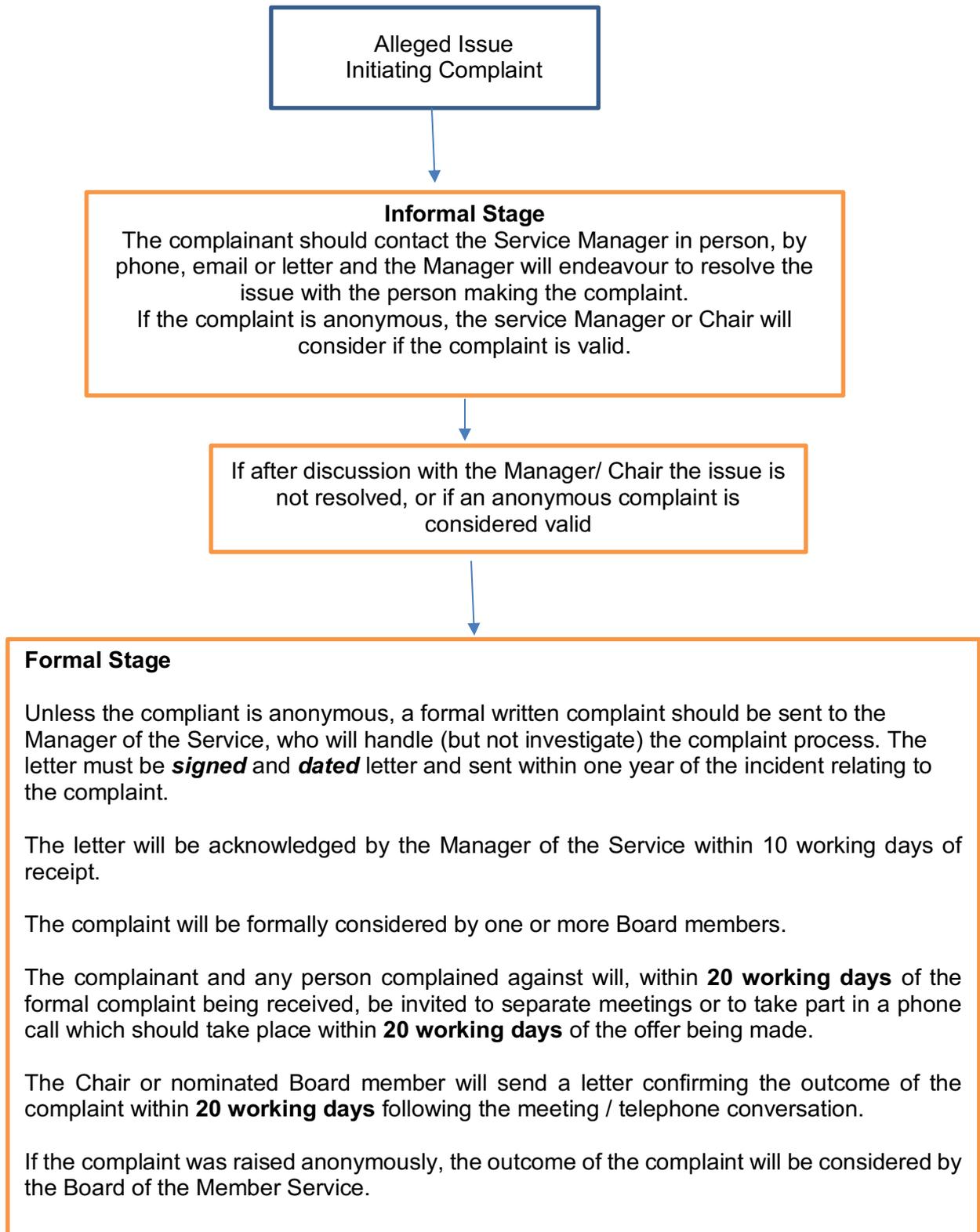
Initial contact with the Member Service or if contact is made with the National Office the complaint is passed to the Member Service. The Manager or Chair of the Member Service will consider the validity of issue as a complaint. If deemed appropriate the Manager will aim to resolve the matter informally with the person making the complaint.

### **Formal Stage**

If the matter isn't resolved at the informal stage, then a Formal written complaint can lodged with the Manager of the of the Service. The complaint will be formally considered by one or more Board members and the outcome will be made known to the person making the complaint. If the complaint was raised anonymously, the outcome of the complaint will be considered by the Board of the Member Service.

*We do understand that frustration can sometimes lead to heightened emotions and we will do our best to help resolve any issues. However if a complaint is accompanied by aggression on the part of the complainant, harassment of any worker or Service manager in person or by written communication or unwillingness to accept the terms of the complaints procedure – the Service is within its rights to refuse to meet with the complainant during the process or to continue to engage beyond the strict parameters of this complaints process*

## NATIONAL 3rd PARTY COMPLAINTS PROCEDURE



If a 3<sup>rd</sup> party complaint is upheld then the National Disciplinary Procedures may be instigated against anyone who has had a complaint upheld against them. Any learning will be used by the Member Service to improve future service delivery.