

# **PATHS FOR ALL PARTNERSHIP**

## **COMPLAINTS PROCEDURE**

### **OUR COMMITMENT**

At Paths for All we endeavour at all times to deliver a professional and courteous service to all our partners, colleagues and customers. If you have a complaint to make regarding the services we provide, you can write to or email us at the address below. Your comments are important to us.

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our services

### **WHAT WILL HAPPEN WHEN YOU COMPLAIN?**

While we work hard to provide a high quality service, we are aware that sometimes you may feel you did not receive as good a service from PFA as you expected. As a result, and in keeping with our standards, we have in place a Complaints Procedure.

We promise:

- To treat your complaint properly, fairly and impartially.
- There will be no implications for your dealings with PFA.
- We will apologise for any mistake, explain what happened and put it right wherever possible.
- Change the way we do things to avoid making the same mistake in the future.

### **HOW TO MAKE A COMPLAINT**

- 1 If you are dissatisfied with some aspect of our service please express this, either verbally or in writing, to the person with whom you are dealing as he or she may be able to resolve the matter for you quickly.
- 2 If the first response is not satisfactory, you can contact the Corporate Services Co-ordinator at the address below. We will investigate further and you will receive a response in writing within 10 working days.
- 3 If the second response is not satisfactory, you can then write to or email the Chief Officer who will make a detailed investigation of your complaint. Again you will receive a response in writing within 10 working days.

**The address to write to is:** Paths for All, Office 8 Forrester Lodge, Tullibody Road, ALLOA, FK10 2HU

**Or by email to:** the 'Corporate Services Co-ordinator' or the 'Chief Officer' at [info@pathsforall.org.uk](mailto:info@pathsforall.org.uk)

**By phone:** 01259 218888

**By fax:** 01259 218488

**In person** at the above address.

## **RESPONSE TIMES**

In all instances we will acknowledge your complaint within 2 working days.  
We will issue a full response within 10 working days.  
If there is a delay in responding we will keep you informed of our progress.

## **COMMENTS**

We are happy to receive any other comments on our service to customers.  
Please contact us in any of the ways mentioned above or alternatively you can email us from the 'contact us' section of our website [www.pathsforall.org.uk](http://www.pathsforall.org.uk).