



Paths for All - Complaints procedure

At Paths for All we wish to deliver a professional and courteous service to all our partners, colleagues and service users.

If something goes wrong or you are dissatisfied with our service, please tell us. We will work with you to resolve it. We aim to learn from complaints and use them to review and improve our services.

You can complain about things like:

- delays in responding to your enquiries and requests
- our standard of service
- our policy
- treatment by, or attitude of, a member of staff
- our failure to follow proper procedure

It is usually easier for us to resolve complaints if you make them quickly. If you are not sure who to complain to, use the contact details provided below and we will direct your complaint to the appropriate person.

When complaining, tell us:

- your name and contact details
- as much as you can about the complaint
- what has gone wrong
- how you think we may resolve the matter.

It is better if you make your complaint as soon as possible but if you don't, you must make your complaint within 6 months of the event that you want to complain about.

Our complaints handling procedure has three stages.

How to complain: Stage 1 frontline resolution

Frontline resolution aims to quickly resolve straightforward complaints that require little or no investigation. We aim to do this within ten working days. Contact staff in the area responsible for the service which has caused you concern. You can find the right person to talk to by:

- checking our staff page on website: <https://www.pathsforall.org.uk/about/staff>
- emailing complaints@pathsforall.org.uk
- telephoning 01786 641851
- writing to us at Paths for All, Kintail House, Forthside Way, Stirling FK8 1QZ

Our Complaints mailbox is monitored by Senior Managers

(please note: due to Covid 19, our offices remain closed and we cannot accept postal complaints at present)

We will aim to resolve your complaint informally within ten working days. If for any reason we aren't able to resolve your complaint within ten working days we will contact you to discuss the options. These may include an extension to the original timescale or, should the case be more complicated than we originally thought, undertaking a more detailed (Stage 2) investigation.

If you are not satisfied with the resolution, you can take your complaint to stage two of the complaints procedure.

How to complain: Stage 2 investigation

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex in nature and require more detailed investigation

An Investigating Officer will be appointed to look into your complaint and, if we have got things wrong, will recommend improvements. We will:

- acknowledge receipt of your complaint
- where appropriate, discuss the complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response as soon as possible and within 20 working days
- If the investigation is particularly complex and we need longer than 20 working days to resolve the problem, we will tell you. We will agree revised time limits with you and keep you updated on progress

How to complain: Stage 3 investigation

Should you remain dissatisfied, you can raise your concerns with our Chief Officer complaints@pathsforall.org.uk. The Chief Officer will ensure a review of the Stage 2 response and follow up as required. The output from this is the final stage of our internal complaints procedure.

Paths for All
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