

Complaints Procedure



If you are unhappy with the service provided by The Partners for Inclusion Group you have the right to complain about this.

It is important that you know:

- Your complaint will be taken seriously and handled thoroughly
- Your complaint is dealt with on an individual basis



You can ask a family member, friend or your advocate, to help you make your complaint.

Or they can make a complaint on your behalf.

Your complaint can be made in the following ways:



Phone the Office and Speak to:

HR Manager
Partners for Inclusion Group

Tele: 01563 825555

Write a letter to:

HR Manager
Partners for Inclusion Group
West Kirk
84 Portland Street



Kilmarnock
KA3 1AA

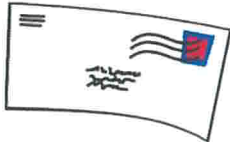


Send an email to:

reception@partnersforinclusion.org



Ask to meet your Development Leader to talk about the complaint.



5
DAYS

Once your complaint has been made, you will receive a letter within 5 days informing you that we are dealing with the complaint.



HR Manager will ask the appropriate person to look into your complaint.

20 Days



Once the complaint has been looked into you will receive a response within 20 days. If this takes longer, we will write to you letting you know.



If you are unhappy with the response to your complaint then send the response and your complaint to:

HR Manager
Partners for Inclusion Group
West Kirk
84 Portland Street
Kilmarnock
KA3 1AA



Other people you can complain to:

You can also make complaint about Partners for Inclusion Group to:

Your Local Authority



Care Inspectorate
Headquarters
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Tel: 01382 207100