

Partners for Inclusion Group

Complaints, Compliments and Suggestions Procedure



If you are unhappy with the service provided by any of The Partners for Inclusion Group members (Partners, Linking Lives, Just Connections or DM2); 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:

Michele Munro
Director
Partners for Inclusion Group

Tele: 01563 825555



Write a letter to:

Michele Munro
Director
Partners for Inclusion Group
West Kirk
84 Portland Street
Kilmarnock
KA3 1AA

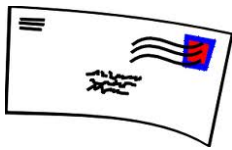


Send an email to:

michele.munro@partnersforinclusion.org



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



5
DAYS

Once your complaint has been made, you will get a letter from Michele within 5 days saying that it is we are dealing with the complaint.



Michele will ask some people to look into your complaint.



Once the complaint has been looked into you will receive a response within 14 days.



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

Pete Richmond
CEO
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 to the following people:



East Ayrshire Council

Social Work Dept
The Johnnie Walker Bond
15 Strand Street
Kilmarnock
KA1 3AU

Tele: 01563 528011



Care Inspectorate

Headquarters
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Tele: 01382 207100

Compliments

We will aim to make sure that any compliments reach the right people and post you a thank you letter within 2 working days.

Suggestions

We want to hear any ideas on how we can improve our services. We will aim to send you an acknowledgement letter within 2 working days. You will then receive a letter within 10 working days to advise you if we can implement your suggestion (or if not, why not).