



## **Complaints Procedure**

- Before making a formal complaint, every effort needs to be made to resolve the differences with the Advocacy Worker and/or Management, by telephone or in writing
- When making a formal complaint, the complainant making the complaint needs to write to or telephone the Manager
- If the complaint relates to the Manager, the complainant needs to telephone or write to the Chair of the Management Committee
- If the complaint is of a serious nature, the complainant needs to put the complaint in writing
- The Manager/Management Committee needs to acknowledge the complaint within five working days and the complainant will receive a formal response within fifteen working days
- There may be occasions when more time is required to investigate the complaint and the complainant will be kept informed and a time extension will be agreed with the complainant if necessary
- The complainant will be advised about the outcome of the complaint in writing
- If the complainant is still dissatisfied with the outcome of the complaint, he/she needs to write to the Chair of the Management Committee who will advise them of what action they take and the results
- The complainant needs to be given the opportunity to present themselves in person, have someone with them, or have someone on their behalf to put forward their views. Prior notification is required. NB: this cannot be an ex-employee or a professional legal representative
- If the complainant is still dissatisfied with the result, a review panel of the Management Committee members will be convened, and the complainant will be notified in writing
- To make a complaint, contact:

Cathy Anne Dunn  
Manager  
Advocacy Western Isles  
Rear Wing, First Floor  
16 Francis Street  
Stornoway  
Isle of Lewis  
HS1 2XB  
01851 701755

Emelin Collier  
Chair of the Management Committee  
Advocacy Western Isles  
Rear Wing, First Floor  
16 Francis Street  
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01851 701755

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