

Scottish Refugee Council is committed to providing high quality services to all its users. However, we realise that at times we may not always succeed. If you are not happy with the service you have received, you can make a complaint.

At all stages we will treat your complaint with the utmost confidentiality.

INFORMAL COMPLAINT

We don't want you leaving the office unhappy with the service and would welcome an opportunity to resolve any issues with you at the time. If you would like to have an informal discussion with a manager, please ask an Adviser or Reception and they will arrange for a manager to come and speak to you.

The manager will identify:

1. If it is a complaint about Scottish Refugee Council and they will do their utmost to help resolve.
2. If it is not a complaint about Scottish Refugee Council they will let you know how to take the complaint forward.
3. If there is no complaint they will explain why there is not a complaint and what other action can be taken.

Hopefully your complaint will be answered to your satisfaction but, if not, you can make a formal complaint in writing.

FORMAL COMPLAINT

There are a few ways that you can make a formal complaint:

1.	Online	Fill in our online complaint form Select 'suggestions and complaints'
2.	In writing	If you would prefer to submit your complaint in writing, you can send it to the CEO's office: CEO Office Scottish Refugee Council 6 th Floor, Portland House 17 Renfield Street GLASGOW G2 5AH
3.	By email	data@scottishrefugeecouncil.org.uk

What happens next?

1. When we receive your complaint, we will write to you within **5 working days** to let you know that we have received it.
2. We will investigate your complaint and write to you about the outcome within **10 working days** of receiving your complaint.
3. If you are not satisfied with our response we will provide you with information on what further steps you can take.