

Has something gone wrong?

We try to make sure that we give the best possible standards of service at all times. But sometimes things do go wrong. If you have any concerns about what we do, we want to know. We welcome comments, criticisms and complaints about our work, because it helps us to improve.

Have we:

- Done something wrong?
- Failed to do something that we should have done?
- Has the service been of a poor quality?
- Have we been rude or inappropriate?

What you can do

You can make a complaint if you use, or have used, or are planning to use our services. You can also complain if you are directly affected by someone using our services. If you have a concern, you can:

- Speak informally to the staff concerned

If that doesn't work, or if you don't feel comfortable about doing this, you can:

- Make a formal complaint

This leaflet will tell you how.

Making a formal complaint

To make a formal complaint, you should write to:

Chief Executive
Scottish Refugee Council
5 Cadogan Square, (170 Blythswood Court)
Glasgow, G2 7PH
Phone: 0141 248 9799
Fax: 0141 243 2499
Email: feedback@scottishrefugeecouncil.org.uk

You should say clearly and briefly:

- What went wrong
- When and where it happened
- Who was involved
- What you want from your complaint

What happens next

Your complaint will be acknowledged and investigated as quickly as possible. We take complaints about our services very seriously and we will treat your case with the utmost confidentiality.

If you are not happy

If you are not happy with the outcome of your complaint, there are further steps you can take. You may appeal and have your case looked at again. We can provide you with further details of our appeal procedure if necessary. You should say clearly and briefly:

- What went wrong
- When and where it happened
- Who was involved
- What you want from your complaint

Are you unhappy about our service?

If something has gone wrong,
we want to know

If you have suggestions,
we want to know

Our office is open

9.30 - 13:00 on Monday & Tuesday
14:00 - 16:00 on Monday & Tuesday
13:00 - 16:00 on Wednesday
9.30 - 13:00 on Thursday & Friday
14:00 - 16:00 on Thursday & Friday

www.scottishrefugeecouncil.org.uk

Call this number free for advice

0800 085 6087