**Complaints Policy**

### LCiL is committed to ensuring that its services are of the highest quality. The complaints procedure enables LCiL to respond clearly and properly to complaints and to know when and why people are not satisfied with our services, so that we can improve them.

LCiL recognises that complaints are an important part of feedback.

All complaints will be investigated fully and fairly.

Complaints will be dealt with in confidence; the only exception to this is when others could be put at risk by matters referred to in the complaint or where there is a right to respond, particularly should the complaint be regarded as false/malicious and/or has reached a formal stage of the complaints process.

If the complainant is not happy with the result of the response to the complaint, they have the right to appeal.

This procedure is for members of the public and or other agencies/organisations who have received service from LCiL. This procedure does not cover complaints made by paid staff and or volunteers who need to follow agreed grievance, disciplinary or other internal procedures.

**What is a complaint?**

A complaint is an expression of dissatisfaction, either written, spoken,raised in relation to unreasonable behavioural/attitudinal issues or unreasonable issues relating to the delivery of services facilitated by LCiL.

### A complaint can be made by an individual or a group. A person or organisation may wish to complain if they are not satisfied with the way they have been treated by, or the service they have received from, anyone directly associated with LCiL.

**If you do wish to make a complaint, please follow the steps explained below:**

1. Discuss your complaint with the worker providing the service. In certain circumstances, the worker may be able to resolve the issue at the point of contact or they may need to involve their Line Manager to resolve the complaint. If the issue isn’t able to be resolved in the first instance and requires time to investigate, please allow the worker up to five working days to consider their response. The worker will update LCiL’s complaints register accordingly so, we have a record of the issue(s) raised.

**If both parties are happy, the matter will then be at an end.**

1. If you are still not happy and want to complain at a higher level, please write to LCiL’s Chief Executive Officer (CEO). Again, allow up to five working days for a response.

The CEO will then arrange a meeting with you to talk about your complaint and their response and will follow this up with a letter confirming what was agreed. A copy of this letter will be given to the Convenor of the Board of Directors. The CEO will also ensure that the complaints register is updated appropriately.

**If both parties are now happy, the matter will then be at an end.**

1. If you are still not happy, please write in confidence to the Convenor of the Board of Directors, marking your letter "Private and Confidential". Please allow up to fourteen working days for a response. The Convenor will then arrange a meeting with you to talk about your complaint and their response and will follow this up with a letter confirming what was agreed. A copy of this letter will be presented to the Board of Directors at their next Board meeting.

**If both parties are now happy, the matter will then be at an end.**

1. If you are still not happy, you can ask that the complaint be looked at by the full Board of Directors at their next Board meeting. You are entitled to be present at this meeting to put your case. The Board will, after considering the complaint, take such action as they think appropriate. You will be told in writing of their decision as soon as possible.

**If both parties are now happy, the matter will then be at an end.**

1. If, however, you are still not happy, you have a statutory right of complaint to **your local authority** at:

**East Lothian:**

Customer Feedback Team  
John Muir House

Brewery Park

Haddington

East Lothian

Tel. 0131 653 5290

Email: [feedback@eastlothian.gov.uk](mailto:feedback@eastlothian.gov.uk)

**Midlothian:**

Complaints Officer Health and Social Care

Midlothian House

Buccleuch Street

Dalkeith

EH22 1DN

Tel: 0131 270 7500

Email: feedback@midlothian.gov.uk

**West Lothian:**

West Lothian House

Almondvale Boulevard

Livingston

West Lothian

EH54 6QG

Tel: 01506 280000

Email: customer.services@westlothian.gov.uk

**Edinburgh:**

Complaints Officer Health and Social Care

City of Edinburgh Council

Level 1:8 Waverley Court

4 East Market Street

Edinburgh EH8 8BG

Tel: 0131 200 2300

Email: customer.care@edinburgh.gov.uk

And, ultimately, the **Public Services Ombudsman**, under the auspices of Section 5 B of the Social Work (Scotland) Act 1968.

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