



# Complaints Policy: Information for people wishing to complain

## Introduction

LGBT Health and Wellbeing (LGBT Health) aims to provide high quality services and support at all times. However, sometimes we might not get this entirely right. We want to make sure we do our best to learn from any areas where we do not perform well, and improve our work as a result.

LGBT Health is committed to maintaining the highest possible standards and wishes to actively encourage people who use our services to comment on their experience. When things go wrong or fall below the acceptable standards we recognise that there needs to be a clear complaints management process. All complaints will be received investigated promptly and thoroughly.

## Comments or suggestions

You may wish to make comments or suggestions about our work, to help us improve. The Service Managers, Head Of Services and Chief Executive will welcome your comments and ensure you are told about any action taken as a result. You can also provide us with feedback, comments or suggestions anonymously.

You can help us by making it clear if you wish a negative comment to be formally investigated under the complaints procedure.

## What is a complaint?

LGBT Health and Wellbeing defines a complaint as:

“an expression of dissatisfaction with the standard of a service, action or lack of action by the LGBT Health and Wellbeing’s staff, volunteers or management that affects an individual or group of people”.

This definition covers situations where someone believes that we have

- done something wrong
- failed to do something that we should have done
- provided services to a poor standard
- Acted unfairly, unethically or discourteously.

## How to make your complaint

We understand that it is not easy to complain, which is why we have a very simple process. You can also use the attached form to send to us.

You can complain in person, by phone, or in writing. If you are able to you can complain yourself or you can ask someone to do that on your behalf. We also accept anonymous complaints but these may be more difficult to fully investigate or respond.

In some cases, you may not feel comfortable complaining to a member of staff (stage 1) of the complaints procedure. In this situation you can go directly to Stage 2 of the complaints procedure, or ask someone to do that on your behalf. There are also other organisations that you can complain to about some of our services. These are outlined below in the *Complaining to other organisations* and *who can help you* sections.

### **Stage 1 – Discussion with staff**

We believe that most issues can be sorted out effectively and quickly by talking to the people most closely involved. In the first instance we encourage people to raise any concern they have with any member of the staff team; they will make a written record of your concerns and explain how they intends to deal with them.

The staff member might be able to resolve the issue to your satisfaction immediately or they might have to speak to their line manager.

### **Stage 2 – Written complaint to a manager**

If the response from Stage 1 is not satisfactory, or you do not want to speak to a member of the staff team, you can put your complaint in writing to the relevant Service Manager / Line manager. Please outline as clearly as possible what you are complaining or concerned about.

For example:

- what went wrong
- what you are concerned about
- when and where it happened
- who was involved
- What you would like to see happen.

This will help us conduct a thorough review. Please also include your address and a daytime telephone number, and email if you wish, so that we can contact about your complaint.

The relevant Service Manager will contact you to discuss your complaint (within five working days). They will listen to the nature of your complaint and let you know how they intend to investigate this.

If any meeting related to your complaint is required you may attend alone or with a supporter (other than a staff member of volunteer from LGBT Health).

We normally aim to conclude our investigation and resolution of your complaint within 20 working days. Sometimes this may take longer but you will be kept informed of the reasons for any delay. The Service Manager will write to you to explain the outcome of the investigation and if there are any areas of practice that LGBT Health and Wellbeing will do to change or improve our services or practices as a result.

For complaints in relation to services based in Edinburgh please contact:-

Susan Lancaster  
Service Manager (Edinburgh)  
LGBT Health and Wellbeing  
4 Duncan Place  
Edinburgh, EH6 8HW  
Email: [susan@lgbthealth.org.uk](mailto:susan@lgbthealth.org.uk)

For complaints in relation to services based in Glasgow please contact:-

Grant Aitchison  
Service Manager (Glasgow)  
The Adelphi Centre  
12 Commercial Road  
Glasgow, G5 0PQ  
Email: [grant@lgbthealth.org.uk](mailto:grant@lgbthealth.org.uk)

For complaints in relation to our National Services (LGBT Age, National Helpline and Telefriending Service) please contact –

Annette Rae  
Service Manager (National Projects)  
LGBT Health and Wellbeing  
4 Duncan Place  
Edinburgh, EH6 8HW  
Email: [annette@lgbthealth.org.uk](mailto:annette@lgbthealth.org.uk)

If following the outcome of the investigation by the Service Manager you are still unhappy you can then refer your complaint to the Head Of Services / Chief Executive who will investigate how your complaint has been handled and the outcome of it.

### **Stage 3 – Written complaint to the Board of Directors**

If you are still unhappy with the outcome you can take your complaint to the Board of Directors. To do this write to the Chair outlining why you are dissatisfied with the outcome of the investigation of your complaint. The Chair will arrange for a review of the complaint and the process of investigation within 30 working days.

Once the review is complete the Chair will contact you to explaining the facts and findings of the case and any proposed actions they intend to take to deal with the situation.

The Chair of the Board of Directors contact details are:

Yorath Turner  
Chair, Board of Directors  
c/o LGBT Health and Wellbeing  
Head Office  
4 Duncan Place  
Edinburgh  
EH 6 8HW

## Fundraising Complaints

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction through the process above, you can make a complaint through Scottish Fundraising Complaints by:

- submitting your complaint through the website <https://fundraisingcomplaints.scot/>
- Emailing - [scottishfundraisingcomplaints@scvo.org.uk](mailto:scottishfundraisingcomplaints@scvo.org.uk)
- calling – [0808-1642520](tel:0808-1642520)

### Complaining to other organisations

Depending on what your complaint is about, you may be able to complain to NHS Lothian about our services (only if the service you receive is in Lothian and if also funded by them). You can do this as well as complaining to us, or instead.

If you want to complain in writing, NHS Lothian's contact details are:

Complaints Officer  
Waverley Gate  
2-4 Waterloo Place  
Edinburgh  
EH1 3EG

You can also phone the NHS Lothian Complaints Team on 0131 536 3370.

You can email a complaint to: [feedback@nhslothian.scot.nhs.uk](mailto:feedback@nhslothian.scot.nhs.uk)

For further information about the NHS Lothian complaints procedure visit their website at [www.lothianhealth.scot.nhs.uk](http://www.lothianhealth.scot.nhs.uk) and follow link on 'Your Rights'.

The Charities and Trustee Investment (Scotland) Act 2005 gives OSCR the power to make inquiries into apparent or alleged misconduct in charities. OSCR can only investigate complaints where it has a legal power to do so. [www.oscr.org.uk](http://www.oscr.org.uk)

### Who can help you make your complaint?

If you would like help making your complaint, you can get help or advice from a local advice centre, such as the Citizens Advice Bureau, or through an advocacy organisation.

Policy agreed by Policy Subcommittee	October 2014; reviewed 2016, 2021
Policy review date	Updated October 2021

## COMPLAINT FORM

WE have provided this form to assist you to outline your complaint. This will ensure that we have all the information we require to investigate the matter. You can register your complaint if preferred via the methods outlined in the complaints policy

PLEASE WRITE IN CAPITALS

MY NAME	
MY HOME ADDRESS	
MY E-MAIL ADDRESS	
MY TELEPHONE NUMBER	

Please describe what you feel went wrong

Please tell us what you are concerned about

When and where did this happen?

Who was involved in this?

What you would like to see happen

Signed.....

Date.....

Please return this form to the relevant person mentioned in our complaints policy