

Complaints

Policy & Procedure



Complaints Procedure

At Young Scot, we work hard to provide high-quality services that meet the needs of Scotland's young people and our stakeholders. If we don't get this right – please tell us!

Our Complaints Procedure helps us to keep improving our standards and the level of service we offer. If you aren't satisfied with Young Scot, then we encourage you to get in touch and let us know.

Young Scot Complaints Procedure

If you are unhappy about any aspect of our service, please speak initially to the relevant Director within our Senior Management Team.

We will send you a written acknowledgement within three working days. We will investigate your complaint thoroughly and will provide an update within ten working days. If we believe it's necessary to act – we will set out how we will do this. If we can't provide a full response within ten working days – we will send you with an interim response that includes a timeline and potential actions, we are considering.

If you aren't happy with our response, or wish to take the matter further, you should complain directly to our <u>Chief Executive</u>. If your complaint is regarding our Chief Executive, or you are unhappy with the response from or CEO, you should complain directly to our <u>Young Scot Chair</u>.

If you remain unsatisfied with the outcome then please write to our <u>Young Scot Chair</u> who will report the matter to the Young Scot Board. Collectively, they will decide on any further actions to resolve the situation. We will let you know the outcome of this five days after their meeting. (Young Scot Board meetings take place in June, September, December and March. Also, all complaints received over the financial year are shared with the Young Scot Board).

We are committed to be a learning organisation. We recognise we will not always get things right and mistakes will happen. We are committed to listening, learning and improving. Please help us to do this constructively and positively.