

## **Introduction**

The Braveheart Association endeavours to offer the best possible service to all people who use our services. Complaints can often be seen as negative, but in reality they offer us the opportunity to improve our service. We welcome this. We want to ensure that all complaints are investigated and resolved quickly and fairly for everybody, appropriate action is taken to prevent a recurrence and to ensure that lessons are learnt from the experience.

We aim to resolve most complaints within 7 working days, or where a more detailed investigation is necessary, within 28 working days. If we cannot meet the timescale we will explain this to the person making the complaint and provide regular updates until the complaint is resolved.

## **What to do**

Speak to a member of staff involved with the service that you wish to complain about.

We will try to establish the following details:

- the nature of the complaint
- when and where it happened
- who was involved
- what you are wanting to happen as a result of making the complaint

Most complaints can be dealt with quickly and we promise to acknowledge your complaint within three working days outlining how we will deal with the situation. Once we have concluded our investigations we will write to you within two working days informing you of the outcome.

If you are not satisfied with the way the situation has been handled, or not satisfied with the way the situation was resolved, they can appeal to the chair of the board. The details on how to do this will be communicated in writing along with the final outcome.

## **Scottish Charity Regulator**

If you have a concern about the way a Scottish charity is being run, you can submit a concern to the Office of the Scottish Charity Register (OSCR). Further details on how OSCR deals with concerns and inquiries is available on their website.