



Safe Harbour Inverclyde Ltd Complaints Map

Informal Mediation

• In the case of less serious / informal complaints, a discussion should be held with the staff member/s involved in order to identify possible solutions. All complaints should be monitored and recorded.

Stage One - Receiving Complaints

- All formal complaints received should be noted and acknowledgement should be sent that the complaint has been received, including details of who is dealing with the complaint and when they should expect a reply.
- Staff taking complaints should ensure that they follow organisational guidelines on the procedure.
- Complaints should be passed on to the Chief Executive Officer who will investigate the complaint, taking into account the circumstances and any proof. The Chief Executive Officer will decide on any action to be taken as a result of the complaint and will inform the individual that the complaint is against and the person making the complaint within four weeks.
- Complaints concerning the Chief Executive Officer should be sent directly to the Chair of the Board of Directors.

Stage Two - Appeal to the Board

- If the complainant feels that the problem has not been resolved at Stage One, they can request that the complaint is passed to the Board of Directors.
- The complaint will be passed to the Chair of the Board who will acknowledge the complaint in writing within one week.
- The Chair of the Board (or a delegated group formed of members of the Board) will review the complaint. The Board may seek external HR guidance if deemed appropriate.
- A decision on the complaint will be made within four weeks. The complainant will be informed of the outcome in writing.

Stage Three - External

• If the complainant remains unhappy with the outcome of the Safe Harbour Inverclyde Ltd internal complaints procedure, they can complain to external bodies such as OSCR in relation to certain matters or in more extreme or organisational cases, our legal team, can bring in independent investigator for transparency. Please see their website for further details.