

**Reporting Your Concern or Complaint**

Reporting your concern or making a formal complaint helps us improve what we do.

Therefore, we encourage service users, other agencies, and members of the public to make their views known.

Anyone raising a concern or making a complaint will not suffer any disadvantage, discrimination, or withdrawal of a service as a consequence of raising a complaint and will be treated with dignity and respect.

If you wish to raise a concern or make a formal complaint, you can complete this form or contact our Head Office by emailing info@frontlinefife.co.uk or phoning 01592 800 430.

If you need help to raise a concern or to make a formal complaint, then let us know and we will support you.

**Name:**

**Address:**

**Phone Number:**

**Email Address:**

***You do not have to give your name when making a complaint. However, we will not be able to provide you with a response if you do not provide contact details.***

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| **Details of My Concern/Complaint**  |
|  |
| **Signed: Date:** |

**Stage 3—Internal Review/Final Internal Stage**

I am unsatisfied with the outcome at Stage 2.

I wish to have an internal review.

**Stage 2—Formal Investigation**

My concern/complaint is being investigated by the charity.

I did not feel that my concern/complaint was resolved at Stage 1 and I wish it to be investigated.

**Stage 1— Informal Resolution**

I wish to raise a concern/complaint as I feel that my feedback has not improved the situation.

I believe my concern is serious. I need to raise it with the charity.

**A Quick Guide to the Process for Reporting Concerns and Complaints**

**Giving Feedback**

I wish to let the charity know what I need or expect.

I wish to let the charity know how services can be improved or when they are working well.

**External Review**

I am unhappy with the outcome of the internal review.

I wish to raise my concern/complaint externally.

 (See external contacts below)

**Care Inspectorate:** [Complaints (careinspectorate.com)](https://www.careinspectorate.com/index.php/complaints)

 **Scottish Public Services Ombudsman (housing):** [www.spso.org.uk](http://www.spso.org.uk)

 **OSCR:** <https://www.oscr.org.uk/contact-oscr/charity-concern-form>