



POLICIES, PROCEDURES AND STATEMENTS
COMPLAINT PROCEDURE

STATEMENT OF INTENT

Perth Autism Support believes that children and their parents/carers are entitled to expect courteous, prompt and careful attention to their needs and wishes.

Perth Autism Support welcomes suggestions on how to improve our services and will give prompt and serious attention to any concerns.

AIM

Perth Autism Support aims to bring all concerns about our services to a satisfactory conclusion for all parties involved. It is anticipated that most concerns will be resolved quickly by an informal approach to the appropriate member of staff or team leader, which will be recorded in the Perth Autism Support Complaints log. If this does not achieve the desired result, a set of procedures is in place for dealing with concerns. These procedures take into consideration the guidelines within the following documents:

- Records that all registered care service (except childminding) must keep and guidance on notification reporting – February 2012, the Care Inspectorate
- Records that all registered care service (except childminding) must keep and guidance on notification reporting – 2015 Amendment, the Care Inspectorate
- The Social Care and Social Work Improvement Scotland (Requirement for Care Services) Regulation, 2011
- The Social Care and Social Work Improvement Scotland (Requirement for Care Services) Amendment Regulations, 2013

Date of Issue/Update	Version
March 2016	v.1
September 2017	v.2
February 2019	v.3
March, 2022	v. 4

METHODS

To achieve this, we operate the following complaints procedure:

How to complain

Stage 1

Anyone who has a complaint or concern about an aspect of the service provision will talk over their issues with the relevant Service Manager, who will then investigate and give a response of any action to be taken if required within 10 working days.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the complainant moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the relevant Service Manager, who will then investigate and give a response to the complaint in writing within 20 working days.

Most complaints should be able to be resolved informally at Stage 1 or at Stage 2. This complaint will be logged, our complaints record will log the following details:

- Date of stage 2 complaint
- Issues raised within stage 2 complaint
- Outcome of the investigation of stage 2 complaint
- Action taken to resolve stage 2 complaint
- Copy of response to the complainant of stage 2 complaint

Stage 3

Should the complainant still feel the issue has not been resolved after Stage 2, they should escalate their complaint in writing to the Chief Executive Officer, who will acknowledge the complaint within 5 working days. The CEO will then conduct a full investigation of the complaint and issue a response in writing to the complainant within 20 working days, with details of action to be taken to resolve the complaint. The Chief Executive Officer will log this complaint, our complaints record will log the following details:

- Date of stage 3 complaint
- Issues raised within stage 3 complaint
- Outcome of the investigation of stage 3 complaint
- Action taken to resolve stage 3 complaint
- Copy of response to the complainant of stage 3 complaint

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Stage 4

Anyone has the right to raise any issues or complaints or if they feel their Stage 3 complaint has not been handled accordingly, with the Board of Trustees of Perth Autism Support, who will again investigate any concerns and provide a written response within 20 working days of receiving the stage 4 complaint. The Chairperson, or appropriate Board Member in their absence, will log this complaint, our complaints record will log the following details:

- Date of stage 4 complaint
- Issues raised within stage 4 complaint
- Outcome of the investigation of stage 4 complaint
- Action taken to resolve stage 4 complaint
- Copy of response to the complainant of stage 4 complaint

Stage 1/2 complaints should be made to:

Anna Gordillo Ramos
Children's Services Manager
Perth Autism Support SCIO
14 New Row
Perth
PH1 5QA
E: annag@perthautismsupport.org.uk

Lynsey Paterson
Family and Transitions Service Manager
Perth Autism Support SCIO
14 New Row
Perth
PH1 5QA
E: lynsey@perthautismsupport.org.uk

Elaine Finnie
Employability Services Manager
Perth Autism Support SCIO
14 New Row
Perth
PH1 5QA
E: elaine@perthautismsupport.org.uk

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Stage 3 complaints should be made to:

Angie Ferguson
Chief Executive Officer
Perth Autism Support SCIO
14 New Row
Perth
PH1 5QA
E: angie@perthautismsupport.org.uk

Stage 4 complaints should be made to:

Chairperson
Board of Trustees
Perth Autism Support SCIO
14 New Row
Perth
PH1 5QA
E: feedback@perthautismsupport.org.uk

Any complaint about a service can be made to the Care Inspectorate at:

The Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

T: 0345 600 9527

W: www.careinspectorate.com

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RECORDS & DISTRIBUTION OF POLICY

A record of complaints against our service provision and/or the children and/or the adults working in our setting is kept, including the date the complaint is received, the nature of the complaint, how the complaint was managed, the outcome of the complaint and the response to the complainant. These records are available for inspection on request.

A written copy of our Complaints Procedure is issued to all service users and families when first registering within Perth Autism Support. The procedure is also available to access via our Parent/Carers Noticeboard, our Policies and Procedures folder within the Perth Autism Support centre at 14 New Row, Perth, PH1 5QA, and our website at www.perthautismsupport.org.uk

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