



## **Cyrenians Complaint Procedure - Summary**

We hope that your experience with Cyrenians is a positive one, but sometimes we get things wrong. When that happens we want to make sure we can help find a positive resolution, and learn from the experience. A summary of our complaints process can be found below. If you would like to read our complaints policy in full, you can request a copy by emailing [admin@cyrenians.scot](mailto:admin@cyrenians.scot)

### **Our Commitment to handling Complaints**

Cyrenians regards the handling of complaints as an important way to improve our services and ensure satisfaction for the individuals whom we support, those who support us, and those who work alongside us. The organisation welcomes feedback and takes all complaints very seriously. We are committed to handling any complaints in a timely and professional manner in order to:

- Create a second chance for dissatisfied individuals to receive a good service and feel satisfied
- Identify service areas that require change or improvement
- Strengthen public support for our work through these changes or improvements
- Assist us in better planning and allocation of resources

We commit to;

- Providing a fair complaints process which is accessible to anyone who should wish to make a complaint, suggestion or provide feedback
- Ensuring clarity and support for all involved in the handling of complaints, including complainants and those responding to complaints
- Ensuring that the dissatisfaction is, wherever possible, resolved and that there is conciliation
- Using complaints/feedback to improve the organisations service provision.

When you submit a complaint via our website [www.cyrenians.scot/contact-us](http://www.cyrenians.scot/contact-us) or directly by email we will acknowledge receipt of your complaint within 5 business days.

We will keep you informed of the progress of your complaint throughout the procedure, and handle your feedback sensitively and confidentially. We will also keep a confidential log of your feedback on file to help with continuous improvement.

### **Appeal/Referral to an External Body**

If you are not satisfied with the outcome of your complaint, we welcome the opportunity to review your feedback through an appeals process.

If the appeal outcome is unsatisfactory, you are able to take your complaint to the relevant external body such as the local authority or Care Commission. We will support this process and provide the relevant contact details to support a swift resolution.