



Kindred Advocacy Complaints Policy

Kindred aims to always provide high-quality service. Whether you think we're doing well, or feel we need to do better, we value your opinion and want to hear from you

If you are not happy with Kindred in any way, please let us know. We welcome the opportunity to put matters right, for you and for others who might use our services in the future.

What to do

First, speak to the *staff/volunteer providing the service you wish to comment on. The people closest to the situation can deal with most problems quickly.

If you are unhappy with the response or feel unable to approach *staff/volunteers directly then email **Barbara.wait@kindred-scotland.org** or call **08000315793** or write to:

Barbara Wait, Operations Manager, Kindred, 1 St Colme Street, Edinburgh EH3 6AA

Whatever method you choose, we will deal with the matter in the same way.

What happens next?

We will respond to you within 3 working days. We will tell you who is dealing with it and how long the investigation will take.

We aim to resolve complaints within 10 working days. Some complaints take longer to investigate. When they do, we will contact you to tell you when you can expect a response from us.

We will handle all comments and complaints sensitively. Kindred will record your complaint and follow relevant data protection requirements. We will use the information to help us improve our services.

What if I'm not satisfied with the response?

If you have made a complaint and are unhappy with the response you receive or with the way your complaint has been handled, you can appeal by writing to Sophie Pilgrim, Director of Kindred using the above contact methods. The Director will look at the situation and decide if further action is needed.

If you are still unhappy, you can write to the Chair of Kindred's trustee board, who will look at the situation again and decide if further action is needed. Their contact details are Catriona Kirkpatrick, CHAIR, Kindred Advocacy, 1 St Colme Street, Edinburgh.

Overall responsibility for this policy and its implementation lies with the board of trustees of Kindred .

Document version control

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1.0	Updated	Sophie Pilgrim	4 February 2024