

COMPLAINTS PROCEDURE FORM

Please give as much detail as you can, including the time and date when the alleged problem arose.

Then send this form to the FRASAC Chairperson without delay.

Your Name: _____

Address: _____

Tel: _____

Write your complaint here:

Signed _____

Date _____

FRASAC's Commitment

We offer a free, confidential service intended to provide you with a high standard of support.

If the standard of support you have been given is unacceptable, we hope that you will let us know about it, so that we can find satisfactory ways of addressing this for you, and improve the quality of service.

We believe that your point of view is important, and we will always act on complaints.

Informal Complaints

Many things can be put right by speaking directly to your support worker. However if you feel unable to do this you might want to talk things through with our manager, Jan, you can do this by phoning the office and asking for a special appointment. She will let you know as soon as possible after your appointment about what has been done to resolve the issue.

Formal Complaint

For more serious complaints which you wish to be handled formally, or in the cases where you feel that an informal complaint has not remedied to your satisfaction you can make a formal complaint either in writing or by using the complain form provided within this leaflet.

Anyone making a formal complain should obtain a full copy of FRASAC's Complaints Procedure, which you can ask any member of staff to provide you with.

This outlines the procedure that must be followed and timescales.

Send this leaflet or you letter of complaint marked Private & Confidential to:

The Chairperson
FRASAC
182a The Esplanade
Kirkcaldy
KY1 1RE

Fife Rape & Sexual Assault Centre

Complaints Procedure

If you are unhappy with our service we want to know so please tell us on this form.