



COMPLAINTS PROCEDURE

Sleep Scotland/TEENS+

Do you have a complaint or suggestion?

This leaflet explains what to do if you wish to make a complaint or suggestion about Sleep Scotland, including TEENS+.

We are an independent organisation, and you are entitled to a high quality service. Where there are problems, wherever possible we want to put things right and prevent the same type of problems happening again.

How to make a complaint or suggestion

Here are two ways in which you can make your complaint or suggestion. Remember you can ask a friend or relative to help.

- Talk about your problem or idea to a member of the Sleep Scotland Management Board or the Sleep Scotland or TEENS+ staff (a list of Board Members is available from the address overleaf)
- Send a signed letter or tape to the Chairperson of Sleep Scotland Management Board at the address overleaf. For your convenience you can use the 'tear-off' section of this leaflet

What next?

- Your complaint or suggestion will be acknowledged within seven days of receiving it
- You may be contacted to ensure we properly understand your complaint or suggestion
- We guarantee to respond to your complaints and suggestions within one month from date of receipt
- You will be told how we will try to resolve your complaint or how we will consider your suggestion

- All the complaints and suggestions will be recorded to help us ensure we are offering the best possible service

If you complain but remain dissatisfied, we guarantee to pass the matter on to an independent group.

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COMPLAINT OR SUGGESTION FORM

Please complete in block capitals and write your complaint or suggestion below.

Send your completed form to:
Sleep Scotland
8 Hope Park Square
Edinburgh
EH8 9NW

Name _____

Address _____

Post Code _____ Telephone Number _____

Parent

Professional

My complaint or suggestion:

Signed _____ Date _____