**Eczema Outreach Support (EOS)**

**COMPLAINTS POLICY AND PROCEDURE**

If you are unsatisfied with one of our services, maybe an action we have taken or an action we’ve failed to take, we want to hear from you.

Complaints help us to learn and give us the opportunity to improve the quality of our services. They can be from people who are directly using our services, their families, friends and carers, our volunteers and partner agencies.

### **How to make a complaint?**

You can make a complaint in person, by phone, by letter or email.

* In writing to Eczema Outreach Support, Bryerton House, 129 High Street, Linlithgow, EH49 7EJ
* By email to [info@eos.org.uk](mailto:info@eos.org.uk)
* By phone to01506 840395
* In person to any EOS staff at Bryerton House, 129 High Street, Linlithgow, EH49 7EJ.

### **If you need support to make a complaint**

Let us know what support you need. We want to ensure you are heard and can provide support from another member of staff or another organisation to enable you to make a complaint.

### **What you can expect**

We will acknowledge your complaint within 1 week to let you what will happen next. We may need to ask for some additional details about your complaint as this will help us to respond more accurately.

We will ask you for some personal information but if you would like to remain anonymous, we will respect this.

Our staff and management team will whenever possible, aim to resolve your complaint as soon as possible and within 4 weeks.

If we are unable to fully resolve your complaint within this timeframe, we will still get back to you within these 4 weeks to let you know why and what will happen next.

### **What to do if you are unsatisfied with the response?**

If you are unsatisfied with our response to your complaint, please tell us and we will move your complaint to Stage 2.

The Board of Trustees will then look into your complaint and the way that it was handled and will acknowledge your complaint within 1 week.

You will receive a decision within 4 weeks from date your complaint was moved to Stage 2, the unless there’s a clear reason for needing more time.

If your complaint is complex, relates to the Chief Executive Officer or needs more detailed investigation, we may look at your complaint immediately at Stage 2 without going through Stage 1.

### **What happens next?**

If your complaint is unresolved after you have gone through these stages, you also have the option of contacting:

**The Office of the Scottish Charity Regulator** (you can contact OSCR at any stage of the complaint)

www.oscr.org.uk/about-charities/raise-a-concern/

OSCR will handle all complaints regarding the charity, unless your complaint is specifically about data protection/EOS’s use of your personal data or about fundraising.

If your complaint is related to use of your personal data you should contact:

**The** **Information Commissioner’s Office (ICO)**

T: 0303 123 1115  
www.ico.org.uk

If your complaint is related to fundraising you should contact

**The Scottish Fundraising Standards Panel**

www.goodfundraising.scot/make-a-complaint