

Reach4Reality SCIO 43934



Reach4Reality Complaint Form

Name of Complainant _____

Date and time of complaint _____

Section 1: Nature of complaint:

Please tell us briefly in the box below what your complaint is about and what has gone wrong :

Please continue on a separate sheet of paper if required.

Section 2:

From the information in section 1, please list the main points of complaint you want us to investigate:

1.

2.

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3.

Section 3:

How have you suffered as a result of what has happened?

Section 4:

If we are able to take on your complaint, what would you want us to do for you?

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Section 5:

Person making the complaint:

Please fill in this section with your details using CAPITAL LETTERS. If you are complaining for someone else you must fill in this section and section 6.

Your title: (Mr/Miss/Ms/Mrs/other)

Your first name:

Your surname:

Your address:

Your phone numbers:

Your email address:

What is your preferred method of contact?

Your signature:

Date:

Please tell us if you need information from us in another language or format by ticking the box below:

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Braille

Audio version

Another language (give details): _____

Large font

Any other needs (give details): _____

**Section 6:
Complaining for someone else:**

If you are complaining for someone else, fill in this section with their details using CAPITAL LETTERS:

Their title: (Mr/Miss/Ms/Mrs/other)

Their first name:

Their surname:

Their address:

Their phone numbers:

What is your relationship to this person?

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We need the person affected by the complaint to sign the consent in section 7, if they can, to allow you to complain for them.

If they are unable to sign for any reason, please tell us why in the box below:

Section 7: Consent:

I authorise the person named in section 5 to make my complaint to Reach4Reality for me. I understand that Reach4Reality may give personal information about me and my complaint to this named person.

Signature:

Date:

Our service standards

We want to offer a high standard of service to everyone who uses our service. You have the right to complain if you feel we're not meeting our standards. You can contact us for more information about how to do this.

Our decisions

If you're unhappy with our decision, including a decision not to investigate, you have the right to complain to the Care Inspectorate. Their contact details can be found at the bottom of this form.

Your information

We are committed to protecting your privacy. We use information given to us about you and your complaint for its intended purpose and in line with the Data Protection Act 1998. We may need to collect and share information with a number of sources to carry out our investigation and we may do this orally, in hard copy or by email.

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We may also use information we collect to compile statistics and undertake research and analysis. There may be public interest benefits in reusing information for these purposes. Information is completely anonymised. Your views are valuable to us, and we may contact you again to invite you to take part in our surveys for research purposes.

To find out more about how we handle your information, please ask us. If you have any concerns about what we do, please let us know straight away

Please return or send your completed form to:

Reach4Reality
Hilton Light House
4 Tomatin Road
Inverness
IV2 4UA

Or email it to: info@reach4reality.org.uk

Or hand it in person to one of our staff or volunteers

Or place it in our Complaints box on a camp

An online version of our form is available on our website: <http://reach4reality.org.uk/>

To make a complaint direct to the Care Inspectorate at any time:

TEL 03456009527

Or <http://www.careinspectorate.com/index.php/complaints>

Or write to their local office: Care Inspectorate, Great Glen House, Leachkin Road, INVERNESS, IV3 8NW