



A path to recovery.

## Complaints and Concerns Policy

Thriving Survivors (TS) is a third sector organisation located in Glasgow providing extensive support for people impacted by trauma, regardless of who they are, or what their circumstance may be. This includes the provision of emotional, practical, and physical support for a range of people in contact with our organisation. Thriving Survivors actively promotes the voice of lived and living experience and recruits a range of people with differing experiences and backgrounds. This has supported consistent developments within Thriving Survivors core service provision and helpline which offers responsive, and person-centred supports for those affected by sexual violence, gender-based violence and all forms of trauma and adversity.

## **1. INTRODUCTION**

The organisation will deal with any complaints/concerns in confidence and will respect others views. All complaints will be treated fairly.

Our aim is to ensure everyone feels able to complain without fear of discrimination. We recognise that this is one way to improve the quality of the service we provide.

## **2. HANDLING COMPLAINTS**

2.1. if you make a complaint, we will ensure that:

2.1.1 It is dealt with fairly

2.1.2 It will be taken seriously and dealt with on an individual basis

2.1.3 If there will be a delay, we will inform you and give the reasons why.

2.2 Staff will achieve the objectives by

2.2.1 Having positive and professional relationships with our users and customers

2.2.2 Having a system for complaints/concerns and accurately recording them.

2.2.3 If any user or customer feels aggrieved on any matter relating to the service, they receive she/he should speak in the first instance to the relevant Service Manager

2.2.4 If the Line Manager has been unable to suggest a remedy, or the aggrieved person is dissatisfied with the reply and wishes to pursue the complaint further, the matter should be reported in writing to the Chief Executive Officer

2.2.5 The complaint will be acknowledged in writing within 5 working days of receiving it.

2.2.6 We will try to resolve your complaint within 20 working days of the date that your complaint was received and seek external advice Pg.2 and support if necessary to do so.