

# The Kincarrathie Trust

## Complaint Form

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In a Home the size of Kincarrathie there may be times when you become unhappy about something or someone. It is only by being made aware of problems that we can improve our service provision.

Please feel free to make any suggestions at any time. This can be done verbally or in writing and can be anonymous, if preferred.

Please do not keep grievances to yourself. We aim to ensure you are fully satisfied with the care provided and undertake to deal sensitively with any complaint.

In the first instance, please make your complaint as soon as you can either during or after the event.

If this doesn't resolve matters to your satisfaction, please ask to speak to the Home Manager. If the matter remains unresolved the complaint should be made in writing the Home Manager.

If you are not happy with the response received the matter should be brought to the attention of the Chairman of Trustees.

In addition you can contact the Care Inspectorate at any time at Compass House, 11 Riverside Drive, Dundee, DD1 4NY.

Please complete the form below and address it to the Home Manager. Your complaint will be acknowledged in writing within 7 days of receipt telling you the name of the person dealing with the complaint. Your complaint will be treated in the strictest of confidence at all times.

Your Name:	Signature:
Your Address:	Date:
	Phone No:
Postcode:	Mobile No.
Please tell us what your complaint is:	
Please continue on another sheet if required	