

Children and Young People's Information

Comments, Compliments and Complaints



Your opinion matters to us

We want to hear what you think about the support you receive from us

We can offer you help to tell us if you need it

Your opinion can help us to improve this service

Other services in CrossReach can learn from it too



The Church of Scotland

Social Care Council

Operating as CrossReach, Scottish Charity No: SC011353

www.crossreach.org.uk



Compliments - What you Like

It's helpful for us to understand what you think we do well so that we know to keep doing it.

Suggestions - Your ideas

We'd love to hear if you have any ideas about how we can improve or change our services.

Complaints - What you are not happy with

We also want to know if you're not happy with the service we provide. If you tell us your concerns we can look to put things right and also learn how we can do things better.

How To Make A Complaint

If there is something you are not happy with about the service you receive then you can share this with:

- Your Worker or
- A CrossReach Service Manager or
- CrossReach's Quality, Compliance and Improvement Team at gqenquiries@crossreach.org.uk

You can do this by talking, writing it down in a letter, in a text or email or on a Complaints Form

Whoever you chose to share with will listen to what you have to say and will always take you seriously - it is our job to support you through the process.

CrossReach will look to resolve the complaint as thoroughly and as quickly as possible. Once we have finished investigating your complaint, we will speak with you to explain things. We will also let you know what we are going to do to make things better.

Appeals

If you are not happy with the outcome of your complaint, you will have an opportunity to appeal this decision with CrossReach or you can raise the issue with the organisation that regulates the service (eg. the SSSC/Care Inspectorate/COSCA)

You can also complain directly to the relevant service regulator if you feel you can't raise your complaint with CrossReach first.

Getting Help To Make A Complaint

You can ask for help with making a complaint from anyone who works in the service, or if you'd prefer you can ask a friend or family member to help you. CrossReach can also provide you with details of a an independent advocacy service.

Further information and Complaints Forms can be found on the 'Complaints & Compliments' section of the CrossReach website.
<https://www.crossreach.org.uk/complaints-and-compliments>