



Complaints Policy and Process

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Foreword

Edinburgh Young Carers(EYC) is a voluntary organisation that provides respite and support to young people between the ages of 5 and 25 who care for somebody at home. We aim to improve the lives and wellbeing of young carers by raising awareness, offering emotional and practical support and by giving each young person the opportunity to take a break from their caring role and have fun in a friendly, supportive environment where they can be themselves and leave worries behind.

We encourage young carers and their families to become involved in service planning. Through preparation of Young Carer Statements, Adult Carer Support Plans and tools such as *Footprints*, young carers and young adult carers are actively involved in planning their journey with EYC. Young carers, their parents, guardians and family members are encouraged to come along to events and to share their thoughts and ideas with us at any time.

What to do if you are not happy with the service EYC is providing

We aim at all times to provide high quality services which meet the needs of young carers. However, we understand that from time to time young carers or their parents, guardians or family members may have concerns. If we are not getting it right for you, please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with the service we are providing, or if there is any matter at all that is causing you concern.

This procedure will also be used to investigate any concern our partners or any individual or organisation may have about us or the services we provide.

Seeking to resolve concerns informally

In the first instance it may be helpful to ask the development worker who has been working with you to set aside time for a confidential chat to talk through your concerns. If you do not want to do this—or if discussion with the development worker does not resolve the matter for you—it is open to you to put your complaint in writing. You should address your complaint to The Chief Executive, Edinburgh Young Carers at the address on page 5 of this leaflet.

Timeframe for making a written complaint

It is helpful if you can raise any concern with us as early as possible. Written complaints should normally be made to the Chief Executive within eight weeks of the matter(s) giving rise to your concern first coming to your attention. We will investigate complaints submitted later than this if you let us know the reason why you have not complained earlier and we are satisfied you had reasonable grounds for not having complained within eight weeks of having become aware of your concerns. Reasonable grounds might be, for example, that you or a person you care for have been ill.

The sooner we are aware of your concerns the sooner we can take steps to put things right and it is helpful to look into matters while things are fresh in the minds of all those involved.

What to put into your letter or statement of complaint

In your letter or statement of complaint, please tell us:

Your name and details of how you would like us to contact you;

- As much as you can about your complaint. What do you feel has gone wrong?
- Where you can, please let us have dates of the matters about which you are concerned. If this is not possible, please try to give an approximate picture of when the matters you are unhappy about have been or are taking place.
- What would you like to see happen once we have looked into your complaint? What would you like to see change? What can we do better?

If you would like some help to make your complaint to EYC

We understand that you may be unable or reluctant to make a complaint yourself. We accept complaints from a representative of an individual who has concerns about our service. We can take complaints from a friend, relative, or an advocate, provided you have given them your consent for them to complain for you. Your appointed representative can also accompany you to any meeting we may arrange with you in connection with seeking to resolve your concerns.

You can get information on advocacy services from the Scottish Independent Advocacy Alliance or from a local Citizens Advice Bureau. Staff at the Citizens Advice Bureau will also be able to assist you if you would like some help to set out your complaint in writing, whether on paper or electronically. Contact details for Citizens Advice Bureaux in Edinburgh and for the Scottish Independent Advocacy Alliance are at page 5 of this leaflet.

How will your complaint be handled?

The Chief Executive will carefully consider all aspects of your complaint and discuss your concerns with the staff involved. If it is considered necessary in order to help clarify any matter, you may be invited to come to EYC's office at Norton Park to discuss your complaint with the Chief Executive and, as appropriate, with other members of staff at EYC. Alternatively the Chief Executive may be able to respond to your complaint on the basis of the information you and the other parties to your complaint have already provided.

You will normally receive EYC's response to your complaint and the reasons for that response, in writing, within 20 working days of receipt by EYC of your letter of complaint. If it is not possible to provide a response within 20 working days you will be informed in writing of the reasons why it is going to take longer to investigate your complaint and how long it is likely to take to let you have EYC's response.

What to do if you are not satisfied with EYC's decision

We will examine your complaint thoroughly, positively and constructively, and every effort will be made to resolve matters to the satisfaction of all concerned. If, however, you are not satisfied that your concerns have been resolved, it is open to you to seek further resolution by writing within 3 weeks of receiving EYC's decision on your complaint to the Chair of the Board of EYC at the address on page 5 of this leaflet.

Your letter to the Chair should set out the reasons why you are not satisfied with EYC's decision on your complaint. If you would like some help with writing your letter to the Chair you may wish to contact Edinburgh Citizens Advice. (Contact details at page 5 of this leaflet.)

How will EYC's Board carry out a review of your complaint?

The Chair of the Board will ask two members of the Board to consider carefully:-

- all aspects of your original complaint and of EYC's decision on your complaint and the reasons given for that decision;
- the points set out in your letter to the Chair requesting review of EYC's original decision.

If it is considered necessary in order to help clarify any point in connection with your complaint or the reasons you have given for your dissatisfaction with EYC's original decision, you may be invited to come to EYC's office at Norton Park to meet with the Board members who are undertaking the review.

Alternatively the Board members may be able to reach a view on the basis of all of the papers covering your original complaint, EYC's decision letter to you and your letter detailing the reasons why you are not satisfied with EYC's decision on your complaint.

You will normally receive the Board's response to your request for review of EYC's original decision on your complaint and the reasons for the Board's response within 20 working days of receipt by the Chair of your letter seeking review. If it is not possible to provide a response within 20 working days you will be informed in writing of the reasons why it is going to take longer to review your complaint and how long it is likely to take to let you have Board's response.

What to do if you are not satisfied with the outcome of the review by EYC's Board

The Chair's letter notifying you of the outcome of their review will set out full details of the Board's reasons for having come to the conclusions they have reached. If, however, you consider that your concerns have still not been resolved, it is then open to you to raise the matter with the Scottish Charity Regulator (OSCR.) Contact details for the Scottish Charity Regulator are at page 6 of this leaflet.

City of Edinburgh Council's Complaints Procedure and City of Edinburgh Council's Social Work Advice and Complaints Service

Edinburgh Young Carers is pleased to acknowledge grant support from the City of Edinburgh Council. Please note that it is open to all of our service users, their parents, guardians and family members, our partners and members of the public to access the Council's Complaints Procedure and to contact the Council's Social Work Advice and Complaints Service. Contact details are on the next page.

Contact details for complaints and support

Margaret Murphy

Chief Executive

Edinburgh Young Carers
Norton Park, 57 Albion Road
Edinburgh, EH7 5QY
Margaret.Murphy@youncarers.org.uk

Scottish Independent Advocacy Alliance

www.siaa.org.uk
enquiry@siaa.org.uk
0131 510 9410

Edinburgh Citizens Advice Bureau (CAB)

23 Dalmeny St, Edinburgh EH6 8RA
www.citizensadviceedinburgh.org.uk/get-advice

0131 554 8144

CAB staff will be able to give you details of how to contact the branch closest to where you live.

Jess Wade

EYC Chair

Edinburgh Young Carers
Norton Park
57 Albion Road
Edinburgh
EH7 5QY
jess@coel.org.uk

The Scottish Charity Regulator (OSCR)

www.oscr.org.uk/contact-oscr
01382 220 446

City of Edinburgh Council – Complaints Procedure

<https://www.edinburgh.gov.uk/downloads/file/22145/complaints-procedure-for-customer#:~:text=%E2%80%A2-visit%3A%20www.edinburgh.gov.uk%2Fcomplaints%20%E2%80%A2,to%20a>

City of Edinburgh Council - Social Work Advice and Complaints Service

socialwork.complaints@edinburgh.gov.uk

0131 553 8395

EYC Complaints Flowchart

