

# **EYC Complaints Procedure**

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#### CONVERSATION

If you feel comfortable about asking the member of staff involved to have a confidential chat with you, this is often a very good way to resolve matters

## **LETTER**

If not, or, if after your discussion with the member of staff you still have concerns:

Send a written statement setting out your concerns to EYC's Chief Executive

# Margaret Murphy Chief Executive

Edinburgh Young Carers Norton Park 57 Albion Road Edinburgh EH7 50Y

Margaret.Murphy@youncarers.org.uk

## **EYC DECISION**

The Chief Executive will normally let you have the decision on your complaint within 20 working days. We hope we will have been able to resolve your concerns

### **REVIEW**

If you are not satisfied that your concerns have been resolved, please write to the Chair of EYC's Board within 3 weeks of receiving your outcome letter.

Your letter to the Chair should set out the reasons why you believe your concerns have not been resolved

Jess Wade, EYC Chair Edinburgh Young Carers Norton Park 57 Albion Road Edinburgh EH7 5QY

jess@coel.org.uk

#### **OUTCOME**

You will usually receive the Board's decision on your request for a review and the reasons for that decision within 20 working days

# **HELP AND SUPPORT**

If you would like an independent advocate to help you, you can contact the **Scottish Independent Advocacy Service**:

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

If you would like help putting your complaint down on paper or electronically you can contact the Citizen's Advice Bureau:

**Edinburgh Citizens Advice Bureau** 

23 Dalmeny St Edinburgh EH6 8RA www.citizensadviceedinburgh.org.uk/get-advice 0131 554 8144

You can also contact the **City of Edinburgh Council**'s social work department: https://www.edinburgh.gov.uk/socialworkadviceandcomplaints socialwork.complaints@edinburgh.gov.uk

0131 553 8395