

## How to complain about Lead Scotland's services

Lead Scotland aims to provide a high quality, accessible service. We recognise that there may be times when we fall short of the standards we aim to achieve.

This leaflet explains what to do if you want to make a complaint. All complaints are taken seriously and will be investigated.

### Who can complain?

Anyone can make a complaint, whether a learner, a volunteer or an external agency. If you need support, we can provide this (or you may choose someone else to help).

### How do I complain?

If you are unhappy with our services, you can talk about the problem with a member of staff or the manager of that service. Complaints can often be dealt with by an explanation or apology. We hope that this informal approach will be adequate in most situations.

### Formal complaints

If you are not satisfied with the informal approach, you can complain to our Chief Executive in any format eg by letter, email or telephone. Explain what or who you wish to complain about, and include any information you feel is relevant.

### What will happen if I make a formal complaint?

- We will acknowledge your complaint within 5 working days of receiving it.
- We will always try to resolve complaints at a local level, but if that is not possible an investigation will take place.
- The person investigating the complaint will contact you to ensure we fully understand your complaint. They will also tell you how the complaint will be investigated and how long we think it will take.
- We aim to respond to your complaint within 21 days.
- If there is any delay then we will let you know and give you the reason for the delay.
- Once the investigation is complete we will contact you to let you know the conclusions and what action will be taken.

- If you are not happy with the outcome of the investigation, you may appeal to the Chair of Lead Scotland's Board of Directors. An appeal panel will be formed from Lead Scotland's Board of Directors. You will be advised of their decision within 10 working days of the appeal meeting in writing by email or letter. The decision of the appeal panel will be final.
- This complaints procedure does not affect your legal rights.

Please address your complaint to:

Chief Executive Officer

Lead Scotland, Room B/05, Merchiston Campus, Edinburgh Napier University,  
14 Colinton Road, Edinburgh, EH10 5DT

**[www.lead.org.uk](http://www.lead.org.uk)**

The Chair of Lead Scotland's Board of Directors may be contacted at the same address.