



RAPE CRISIS GRAMPIAN

Comments and Complaints

Staff and volunteers have a responsibility to support people who use our services. Your feedback is very important to us.

Comments:

We want to know what you think about us, our services, and the way we deliver them. We welcome your comments as they help us to improve so that we can support survivors better more effectively.

Complaints

We work hard to deliver high-quality services, but from time-to-time things may not meet your expectations. We welcome complaints as an opportunity to put things right and improve our performance. We deal with all complaints in confidence unless, by law, we must protect you or other people from harm.

WE WILL ARRANGE TO SPEAK TO YOU ABOUT THE BEST WAY TO DEAL WITH YOUR COMPLAINT AND AGREE THE NEXT STEPS WITH YOU. WE WILL DO OUR BEST TO RESOLVE YOUR COMPLAINT.

Please use the comments or complaints form attached.



Feedback reporting form

Please use this form for your comment or complaint.

Please provide the following details:

Name:

Please give details of your **Comment or Complaint**

If you have a comment or complaint, please let us know what you think we should do to put it right.



Please provide details of your preferred way for us to contact you:

Address:
.....
.....

Tel no:

Email:

If you are making the complaint for someone else, please provide the following:

Their name:

Your relationship to the person you is acting on behalf of:
(e.g., relative, advocate, friend)

.....

Please return this form to:

**Rape Crisis Grampian
Langstane House
6 Dee Street
Aberdeen AB11 6DR**

Tel: 01224 590932



Email: Wilma.thomson@rcgrampian.co.uk