

Tell us what you think

Poppyscotland is committed to providing excellent services and we believe the best way to do this is to listen to your views.

This leaflet explains what to do if you have a complaint about any aspect of the services or support you have received from Poppyscotland.

What happens if you have a complaint or concern?

- You should normally make your complaint within 3 months of the issue or incident.
- Please try to raise your complaint informally with those from whom you have received the service or support. They will talk to you about your concerns and explore whether these can be resolved.
- If this does not work, you can then put your complaint in writing using the attached form. If you need help in setting out your complaint, a member of staff can help you with this.
- We will acknowledge your complaint in writing within 5 working days of receiving the complaint.
- An appropriate manager will investigate your complaint and they may contact you to find out more information. This will usually be within 14 days of our acknowledgement letter. If required they will then speak to others who were involved as well as looking at any relevant documents or correspondence.
- The investigating manager will produce a report with their recommendations and they will write to you to let you know the outcome of your complaint.
- This process will normally happen within three months. If we are unable to meet this timescale, then we will write to you to explain the reasons for this delay.

Who else will know about my complaint?

All complaints are processed with appropriate regard to confidentiality. This means that only those who need to be involved in the investigation of your complaint will have access to it. However, if your complaint relates to any form of criminal offence or any other activity about which Poppyscotland is required to notify a statutory authority, then we will reserve the right to involve others where appropriate.

Who should I complain to?

You can send your complaint directly to the Complaints Officer, who is responsible for overseeing the progress of all complaints, at Poppyscotland, New Haig House, Logie Green Road, Edinburgh, EH7 4HQ or email reception@poppyscotland.org.uk. All complaints are logged and monitored to ensure the lessons learnt are applied across all of our services in future.

Right of Appeal

You do not have an automatic right of appeal if you are dissatisfied with the investigation outcome but you may ask for your complaint to be reviewed if you believe that the investigation has not been conducted properly or thoroughly. A final outcome response will be sent to you within one month of the appeal review. The decision of the Reviewing Manager on this matter will be final but will not preclude you from pursuing the matter through external statutory agencies such as OSCR.

Form to be used if submitting a complaint about Poppyscotland

Contact Details for Complainant	
Name	
Address	
Postcode	
Telephone Number	
e-mail	

Details of your complaint	
Section A	
<p>What is your complaint about?</p> <p>(tell us what happened and why you are not happy about this)</p>	
Section B	
Where and when did this happen?	
Section C	
Who did you deal with, who are you complaining about?	
Section D	
Why do you think this should be dealt with as a formal complaint (tell us about anything that you have done already to try to resolve this issue and why you are still not happy about it)	
Section E	

<p>What would you like to happen as a result of making this complaint? (tell us what you think we should do to make things right)</p>	
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