



Govan Home and Education Link Project

Comments, Suggestions or Complaints – Leaflet

Comments and Suggestions

If you have a suggestion or comment to make on the service you have received, or the work of Govan HELP, we want to hear from you. This is one of the ways we will know whether the service is meeting needs and whether there are areas that should be improved.

You can let us know your views by speaking to or phoning a member of staff, or by writing in to the Project Coordinator of Govan Home and Education Link Project, c/o Govan Road Campus, 635 Govan Road, G51 2BN. You can also contact us by email at hello@govanhelpp.org.

Our Complaints Policy

We are committed to providing a high quality service to all our users. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

How to make a complaint

- If you are unhappy with the service, you can let us know by raising the matter with a staff member. As a first step, we will try to sort it out informally.
- If the problem is not resolved, or if you feel the matter should be dealt with through the full complaints process, you can make a formal complaint in writing. This should be sent to the Project Coordinator unless this is whom you are lodging a complaint against, in which case the complaint should be sent to the Chair of the Management Committee.
- If written communication does not suit you, we can arrange for you to make a statement and have this written down on your behalf.

How your complaint will be dealt with

- We will send you a letter acknowledging receipt of your complaint within 5 working days of receiving it.
- We will then undertake necessary investigations. We may contact you for further information as part of the investigation if this proves necessary.
- We will send you a written reply to your complaint, including suggestions for resolving the matter, within 28 days of sending you the acknowledgement letter.

How to appeal

- If you are not satisfied after receiving your response to the complaint, you should lodge an appeal with the Chair of the Management Committee. You have up to 10 working days to do this. She/he will arrange for someone unconnected with the matter at the organisation to review the decision.
- We will write to you within 28 calendar days of receiving your appeal confirming our final position on your complaint and explaining our reasons.

If we have to change any of the timescales above, we will let you know and explain why.