

5: Details of your complaint

Please complete clearly in block capitals.

If you would like a translated version of this leaflet, please phone 0131 624 7270 or e-mail info@national.sacro.org.uk quoting reference NAT/225. This leaflet is also available in large print or Braille.

In order to make Sacro's services as widely available as possible, we have made every reasonable effort to facilitate easy access to all of our premises for disabled service users. Where this is not possible, we will arrange a suitable, alternative venue.

Ma tha sibh ag iarraidh leth-bhreac eadar-theangaichte den bhileag seo cuiribh fòn gu 0131 624 7270 no post-dealain gu info@national.sacro.org.uk a' cleachdadh NAT/225.

Bu broşürün çevirisini istiyorsanız, lütfen 0131 624 7270'ı telefonla arayın veya info@national.sacro.org.uk eposta gönderip NAT/225 dosya numarasını söyleyin.

اگر آپ کو اس کتابچہ کا ترجمہ درکار ہے تو برائے مہربانی 0131 624 7270 پر ٹیلیفون کریں یا info@national.sacro.org.uk پر ای میل بھیجیں اور ریفرنس نمبر NAT/225 کا حوالہ دیں۔

欲索取這單張的翻譯版本，請電 0131 624 7270，或電郵 info@national.sacro.org.uk，並說明檔案編號 NAT/225。

إذا كنت تريد نسخة مترجمة من هذه المنشورة الرجاء الاتصال برقم الهاتف 0131 624 7270 أو أرسل بريدًا إلكترونيًا إلى العنوان info@national.sacro.org.uk واذكر الإشارة رقم NAT/225

এই পুস্তিকার অনুবাদ যদি আপনি পেতে চান তাহলে 0131 624 7270 নম্বরে ফোন করে অথবা ই-মেইল করে রেফারেন্স নম্বর NAT/225 উল্লেখ করবেন

Jeśli potrzebne jest tłumaczenie w polskiej wersji językowej, bardzo prosimy o kontakt pod numerem 0131 624 7270 lub drogą e-mailową info@national.sacro.org.uk podając numer referencyjny NAT/225.

If you are uncertain about anything you have read in this leaflet or require further information, please do not hesitate to get in touch with the Service at:

sacro

SAFEGUARDING COMMUNITIES – REDUCING CONFLICT

Leaflet NAT/225



INVESTOR IN PEOPLE

Sacro is a company limited by guarantee. Company registration No. SC86651. Registered charity No. SC016293

Your Right to Complain



Community
Mediation
Services

> What we do

Sacro's mission is to reduce conflict and offending and make communities safer.

Sacro believes in mutual respect, diversity, capacity for change, personal responsibility and society's responsibility to all its members.

Our services, which all seek to increase community safety, include those that aim to prevent escalation of conflict, divert people from prosecution, restorative justice, and services for prisoners on release. Our services are based on research and international standards of good practice and we are committed to development and innovation.

We work with a broad range of clients, from neighbours in dispute to those who have multiple needs. We work in partnership with local authorities and other service delivery agencies.

> What you can expect from us

We aim to provide a professional service at all times.

When you request information, you can expect:

- a polite response from all members of staff
- a prompt response (we will try to respond within a maximum of 10 working days).

We cannot provide legal advice but will try to suggest alternative sources of information.

As a client/service user, you can expect:

- your case to be allocated to a named mediation worker who will be responsible for working with you and, where possible, will be your principal point of contact
- to be treated professionally without any form of discrimination on the basis of race, gender, religion, disability, offending background, sexual orientation or age
- to have your situation reviewed as agreed within the mediation process
- to be provided with a service consistent with both your welfare and with community safety.

> Sacro's commitment

We promise to deal with your complaint:

- in confidence
- fairly
- as quickly as possible.

We will let you know how your complaint has been dealt with.

All complaints will be recorded and used to improve the service provided by Sacro but your confidentiality will be protected.

> Have your say

We want to hear your views about the service we provide. We need to know when things have been done well and when things have gone wrong. We know we can learn from our mistakes and want to use them to keep improving our service.

If you make a complaint, we will confirm receipt in writing within five working days. We will tell you the result of any investigation into your complaint within 28 working days.

> How you can make a complaint

You can make a complaint yourself or ask someone to do it on your behalf. You can complain in writing, by telephone, fax, e-mail or in person. We have included a form in this leaflet that you may find useful.

If you decide not to use the form, please help us to give you a prompt and accurate reply by including the following information when you contact us:

- your name and address
- a contact telephone number (and/or email address, if you have one)
- full details of your complaint.

Stage 1: complain to your mediation worker or their team leader

In the first instance, please contact either the mediation worker you have been dealing with, or the team leader in your local office, who will try to resolve your complaint.

Stage 2: complain to the service manager

If you are unhappy with the outcome or the way in which your complaint was handled, send a completed complaints form to Sacro National Office where your complaint will be dealt with by the appropriate service manager.

Stage 3: complain to the Chief Executive

If you are still not happy about the outcome or the matter remains unresolved, you can ask for a review of your complaint. You can do this by contacting the Chief Executive. At this stage, complaints should be in writing.

Stage 4: consult a third party

Any complaint, which cannot be resolved at this stage, may upon request be passed to a third party for consideration and, if appropriate, for mediation.

> Complaint form

1: Your details

Name	<input type="text"/>
Address	<input type="text"/>
Telephone	<input type="text"/>
Mobile	<input type="text"/>
Email	<input type="text"/>

2: What is the nature of your contact?

Complaint	<input type="checkbox"/>	Comment	<input type="checkbox"/>	Suggestion	<input type="checkbox"/>
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3: Details of your contact

Use the space overleaf to make a comment, suggestion or complaint. If making a complaint, please tell us the nature of the complaint and give details of what happened, where, when and what action you would like us to take to resolve the issue or put it right. Give details of any correspondence or telephone calls you have had on this matter. If you have the name(s) of anyone you have spoken to, this would help us.

Signed	<input type="text"/>
Date	<input type="text"/>

4: Please return your completed form to the office you have been dealing with. The address is given on the back of this leaflet.

Alternatively, you may wish to contact Sacro National Office at:

Sacro, 29 Albany Street, Edinburgh EH1 3QN.
Tel: 0131 624 7270. Fax: 0131 624 7269
Email: info@national.sacro.org.uk