Compliments and complaints process

Giving compliments/making a complaint

We welcome positive feedback and also take all complaints seriously. We will try our best to help resolve any complaints.

How to submit compliments or a complaint

- Email ceo@ashscotland.org.uk
- Write to Business Services Manager, ASH Scotland, 8 Frederick Street, Edinburgh, EH2 2HB

Please tell us:

- Your name, address and, if appropriate, job title.
- Your contact telephone number or email address.
- Details of your compliment or complaint.
- Which part of ASH Scotland your compliment or complaint refers to.

Who can compliment or complain?

Anyone can feed back to ASH Scotland e.g.

- People who use our services directly.
- Third parties such as suppliers.
- People in response to a policy initiative or campaign.
- People in response to our social media activity.

What happens after you compliment or complain?

After we receive your compliment or complaint, we will tell you:

- We have received your compliment or complaint. We aim to acknowledge receipt of your message within five working days.
- What will happen next.
- Who will deal with your correspondence and their contact details.

We aim to respond in full to all stage 1 compliments or complaints within 21 working days. If this is not possible, we will give you an update and seek to agree a revised timescale.

Your message will be dealt with by a manager who can make decisions and agree on actions relating to your feedback. If you have a complaint about a manager, a different or more senior manager will handle your complaint.

If you are not satisfied with the response to your initial complaint, you can appeal. One of our managers will be assigned to review, or appoint someone appropriate to review the outcome of the investigation and response to your complaint. An appeal is the final stage of ASH Scotland's complaints process.

Contacting regulatory bodies

If you remain dissatisfied, you can contact the appropriate regulatory body, for example, OSCR, the Scottish Charity Regulator.