




## How to complain about Capability Scotland Services

	<p>You can complain to us if you feel unhappy about our service or the way you have been treated.</p>
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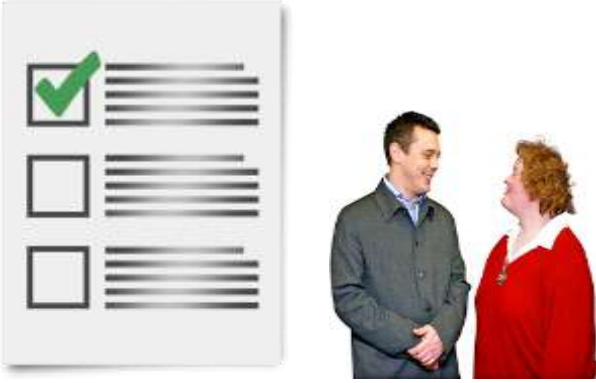



## Who can complain?

	<p>Any of Capability Scotland's customer's their families, carers or members of the public can complain to us.</p>
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## Can I get help to complain?

	<p>You can ask a family member, friend or an advocate to complain on your behalf if you prefer.</p>
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## There are several ways to complain:

	<p>Talk to a member of staff or a manager and ask for a complaints form. The form can also be completed online. This can be done by clicking on the Contact Us button on our website: <a href="http://www.capability-scotland.org.uk">www.capability-scotland.org.uk</a>. Someone can help you fill this in if needed.</p>
	<p>Or send us an email; <a href="mailto:complaints@capability-scotland.org.uk">complaints@capability-scotland.org.uk</a></p>
	<p>Or send a text to: 0131 346 7864</p>
	<p>Or contact our Complaints Officer Kate Lock.</p>

	<p>You can write to Kate:  Complaints Officer  Capability Scotland  Osbourne House  1 Osborne Terrace  Edinburgh  EH12 5HG</p>
	<p>Or call her on:  0131 347 1072</p>

### What will happen once I have made a complaint?

	<p>We will try to fix your problem as quickly as possible, within 5 working days if we can. Or we will investigate further.</p>
	<p>If we investigate your complaint, we will aim to solve the problem within 20 working days. If we cannot we will tell you why.</p>



We will tell you what we found out and what we will do about it.



If you are unhappy with the outcome or the way your complaint was handled you can ask the Ombudsman to look into it.



You can contact the Ombudsman at:  
**Scottish Public Service Ombudsman**  
4 Melville Street  
Edinburgh, EH3 7NS

Tel. 08700 115378



If you want a copy of the full Complaints Procedure you can find this at:

<http://www.capability-scotland.org.uk/contact-us/complaints/>

or ask Kate Lock for a copy