Scottish Charity No SC036263
Reg Company Ltd by Guarantee SC341157

BREAK THE SILENCE COMPLAINTS PROCEDURE

Charities have a responsibility for dealing with complaints, therefore, if you have a complaint, in the first instance you should contact us providing us with the opportunity to investigate your concern. It is important to us to understand any problems, address your specific concerns and improve and develop our working practice.

Our process for making a complaint is detailed in the diagram below:

If you have a complaint, you should notify, in writing, the Co-Chief Executive Clinical for complaints relating our clinical service or Co-Chief Executive Operations for all other complaints, outlining the details of your complaint. We aim to respond to complaints within 5 working days. Our address in: Break the Silence, 26 Portland Road, Kilmarnock KA1 2EB. You can also email: sharon@breakthesilence.org.uk (Clinical) or lesley@breakthesilence.org.uk (Operations)

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The Chief Executive will investigate the complaint and decide if there is a case to answer.

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If there is a complaint to answer, the Trustees will appoint an Investigations Committee to oversee a formal investigation into the complaint. The Investigations Committee will decide if the complaint is upheld and what appropriate actions should be taken. We aim to resolve complaints within 21 days. However some complaints take longer to investigate and, when they do, we will contact you to advise when you can expect a response from us.

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If there are grounds for appealing the Investigations Committee's decision, the Trustees will appoint a "Reviewer of Complaints" who will review the decision and may refer the matter back to the Investigations Committee for further review. The investigations Committee will decide if there is a case to answer, and what appropriate actions should be taken.

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If the complainant is not satisfied with the resolution, they can choose to escalate their complaint to the Compliance and Investigations Team at OSCR (the Office of the Scottish Charity Regulator).

Details about making a complaint can be found on their website: https://www.oscr.org.uk/about-charities/raise-a-concern/

If you have any questions you can contact them at Email: https://www.oscr.org.uk/contact-oscr/charity-concern-form/
or by telephone on 01382 22044.

Clients can also make a complaint about organisational and individual practitioner members to their professional membership bodies, if they feel local resolution has not satisfied their concerns. If you wish to know which professional membership body the person you wish to complain about, please contact sharon@breakthesilence.org.uk