



# Complaints process

# What to do if you're unhappy with the service you get from Iriss

Iriss aims to provide high quality, relevant support to the sector and ensure that everyone who comes into contact with our organisation has a positive experience of working with us.

Whether you think we could do better, or that we are doing our work well, we want to hear from you.

If you are unhappy with Iriss please let us know. We will do our best to put matters right and learn from your feedback for the future.

This process sets out how Iriss handles complaints and makes sure we learn from these to improve the way we work.

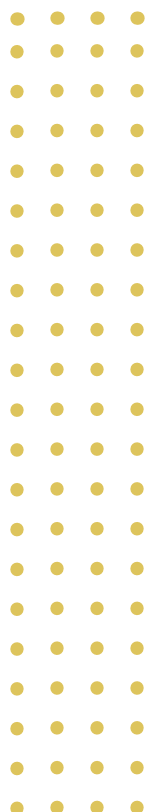
## How to complain

Please speak to the member of staff that is working with you or providing the service that you want to talk about. Most problems are best dealt with by the people closest to the situation.

If you are unhappy with the response you've received from the member of staff, or you don't feel you can talk to them directly please contact their manager in the first instance. (If your complaint is about the CEO then your contact should be the Board Chair/Vice Chair.)

Contact details are available on our staff page:

[www.iriss.org.uk/about/team](http://www.iriss.org.uk/about/team)



# What will happen

---

## Stage 1

We aim to respond to complaints quickly, and where possible when you first tell us that something has gone wrong.

Any member of Iriss staff can respond to an initial complaint and try to put things right. This could mean giving you an apology, an explanation or taking immediate action to resolve things.

## Stage 2

If your complaint is complicated, or something we don't think we can solve immediately we will investigate.

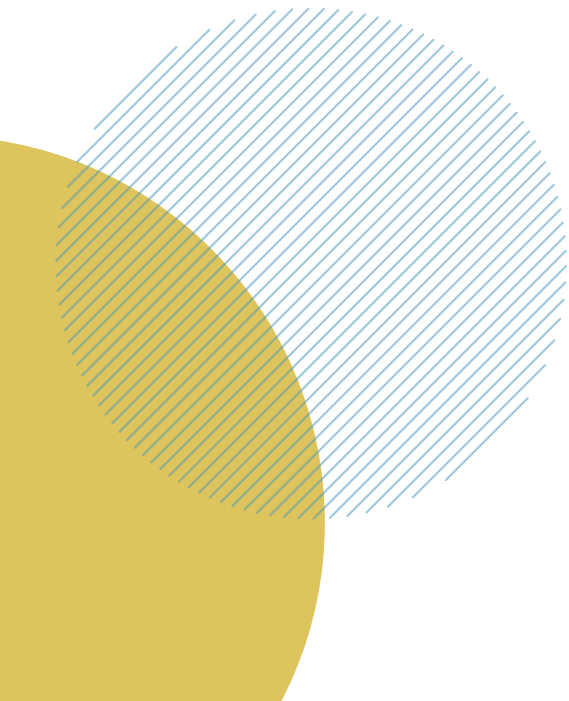
If an investigation is needed we will respond to you within three days.

We will tell you who is dealing with the complaint and how long an investigation into what happened will take.

We aim to do this within ten working days, unless the complaint is very complicated, in which case we will get in touch with you to tell you when you can expect a response from us.

We will try to resolve your complaint where we can, and if we cannot, we will give you a full explanation as to why.

If you're not happy with the immediate response to your complaint (stage 1) you can also ask us to investigate.



# Following up

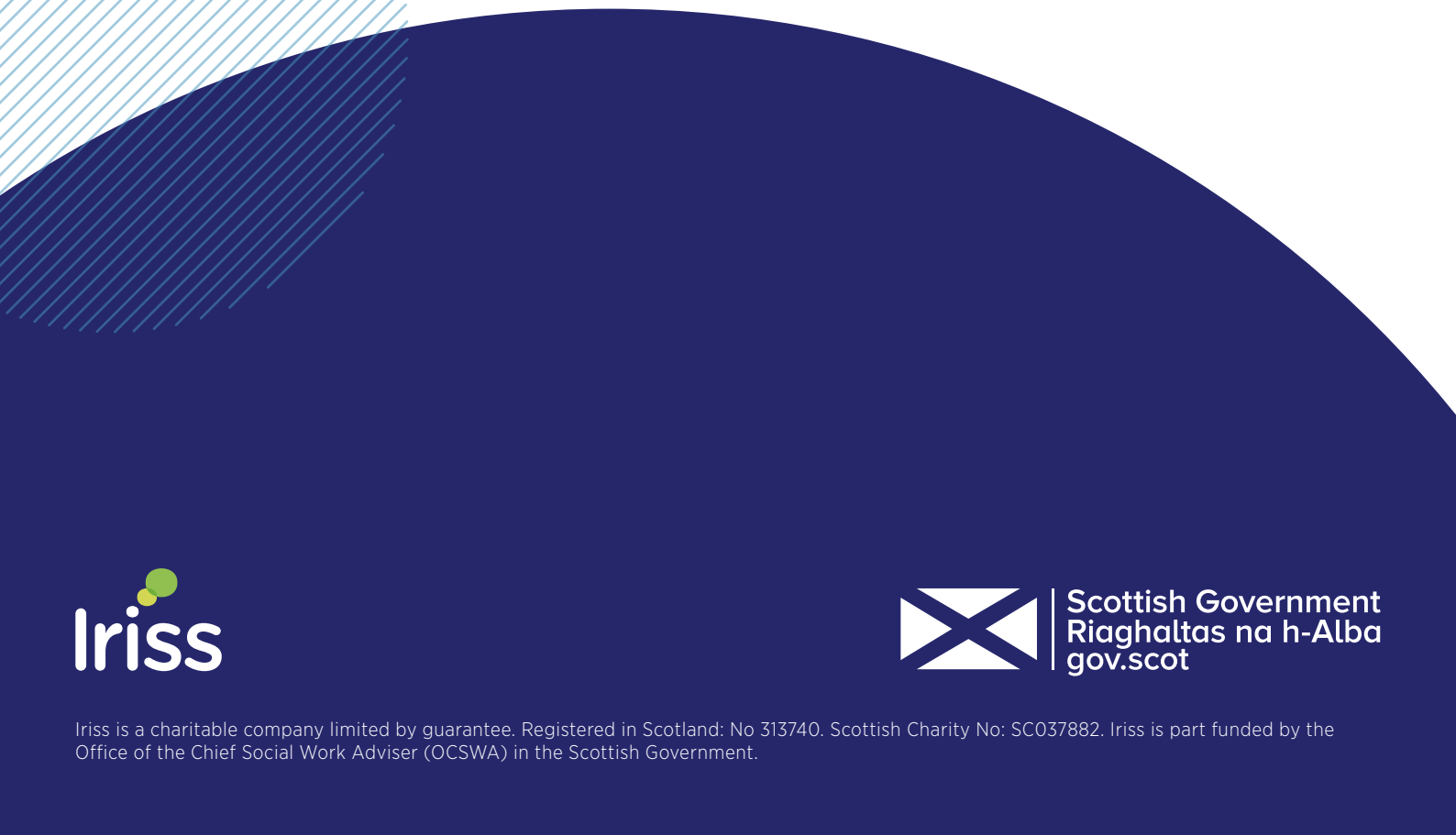
---

## **I'm unhappy with the response I received**

If you are not happy with the response you've received about your complaint you can get in touch with the Iriss Board Chair/Vice Chair who will look at the situation and decide whether there should be further action.

## **Record keeping**

All complaints and comments are recorded by Iriss to help us learn and improve the way we work.



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

Iriss is a charitable company limited by guarantee. Registered in Scotland: No 313740. Scottish Charity No: SC037882. Iriss is part funded by the Office of the Chief Social Work Adviser (OCSWA) in the Scottish Government.