



3/2 309 Golfhill Drive
 Glasgow - G31 2NZ
 Info@spinalchord.com

Name of Complainant	
Adress	
Phone Number	
Email	
Date of Complaint	
Describe in detail the nature of your complaint - Continue on another sheet of paper if required	
Name of the person you first reported the complaint to	
The board of directors will suggest actions that can be taken to deal effectively with your complaint, you may also suggest actions you think are appropriate	
The board of directors will suggest measures that can be taken to avoid a repeat of the event, you can also suggest measures you wish to see in place.	
Signature of Complainant	
Date Submitted	
Complaint recorded By	
Date recorded	



3/2 309 Golfhill Drive
Glasgow - G31 2NZ
Info@spinalchord.com

Spinal Chord views complaints as an opportunity to learn and improve services, as well as a chance to put things right for the person (or organisation) that has made the complaint.

Complaint policy

To provide a fair complaints procedure which is clear and easy to use for making a complaint
To publicise the existence of our complaint form so that people know how to make a complaint

To make sure everyone at Spinal Chord knows what to do if a complaint is received

To make sure all complaints are investigated fairly and in a timely way

To make sure that complaints are, wherever possible, resolved and that relationships are repaired

To gather information which helps us to improve what we do

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Overall responsibility for this policy and its implementation lies with Spinal Chord's board of directors.

Complaints Procedure

Publicised contact email and complaint form

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have, such as social media.

Complaint forms need to be recorded, and passed to a board member

Board member will let the complainant know what will happen next and how long it may take

Resolving Complaints

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the board of directors within five business days.

On receiving the complaint, the board of directors records it in the meeting minutes. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

A copy of this complaints procedure should be attached to the complaint form

Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.