

### **KASP Commitment**

KASP is committed to continually improving services and listening to the views of service users. We recognise that service users have the right to complain about the service they receive when things have gone wrong as it is important for us to be aware of areas of dissatisfaction and to correct any shortcomings.

### **Suggestions**

It is important however to make a distinction between a complaint and a suggestion. If you have an idea to improve services you can note this in KASP's suggestion log book which you will find in all the counselling rooms. Once this has been noted you can find out what has happened to the suggestion by looking back at the book at a later date.

### **Informal Complaints**

If you have an informal complaint i.e. a complaint that appears to be able to be resolved quickly and easily, for example, about people talking too loudly in the corridor, please raise it with any member of staff who will be happy to discuss it with you and take any action required.

### **Formal Complaints**

For more serious complaints which you wish to be handled formally or in cases where you feel that an informal complaint has not been remedied to your satisfaction you can make a formal complaint either in writing or by using the complaint form provided within this leaflet.

Anyone making a formal complaint should obtain a full copy of KASP's Complaints Procedure, which you will find in the policy folder on the bookshelf in the group room, or ask any member of staff to provide you with a copy.

This outlines the procedure that must be followed and timescales.

Use of KASP's Complaints Procedure does not affect your right to access Fife Council Social Work Department's Complaints Procedure at any time. You can do this by writing, telephoning or visiting : --

Fife Council Social Work Service  
Client Relations Officer  
Fife House  
North Street  
Glenrothes, Fife  
KY7 5BR

## **COMPLAINTS PROCEDURE**

Kingdom Abuse  
Survivors Project

182A The Esplanade  
Kirkcaldy  
Fife  
KY1 1RE



If you are unhappy  
with our service we  
want to know so please  
tell us on this form

Charity No SCO23079  
Company No SC524668

## **COMPLAINTS PROCEDURE FORM**

**Please give as much detail as you can, including the time and date when the alleged problem arose.**

**Then send or give this form to the KASP Project Manager or KASP Chairperson without delay.**

**Your Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Write your complaint here:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Signed :** \_\_\_\_\_

**Date :** \_\_\_\_\_