

Making a Complaint

A Guide for Children and Young People

When you are working with CAPS you might want to tell us:

- something you feel we've done wrong
- something you feel we could be doing better



You can do this by **making a complaint**. It's ok to make a complaint – we welcome this as it helps us learn to do things better in the future.

How can I make a complaint?

You can get in touch with us in different ways.



You can talk to your Advocacy Worker if you feel comfortable to



You can collect and fill in a paper copy of the Complaint Form from the CAPS office and post it or hand it in to: CAPS Old Stables, Eskmills Park, Station Road, Musselburgh, EH21 7PQ



You can text or speak to Kyna (Individual Advocacy Manager) by phone on 07910 021540



You can send us an email contact@capsadvocacy.org or you can download our Complaint Form from our website and then email it to us



You can write to the Complaints Officer on the CAPS Management Committee and send it to FREEPOST CAPS

Who can help me make a complaint?

You can get help:

- to work out what the problem is
- to make a complaint

The CAPS Complaints Officer can help you, or you can ask a friend or family member or another trusted adult to help you.

Please tell us:



Your name



What you think has gone wrong or what you feel we could be doing better



What you would like us to do about it



Your phone number or email address so we can get in touch with you

You do not have to tell us your name but if you do then we can keep you updated on what is happening with your complaint.

What happens next?



We will get back in touch with you within **10** working days to let you know we've got the complaint.

We will then get in touch again within **28** working days of getting your complaint to let you know what we have decided to do.

What to do if you're not happy with what we've done

If you are still not happy then you can ask for your complaint to be looked at by a CAPS Review Panel. If you are still not happy after this, you can contact the Scottish Government for help:

<https://www.gov.scot/about/contact-information/make-a-complaint/>