



CGS Complaints Procedure Policy

CGS aims to always provide high quality services and support.

Whether you think we're doing well or feel we need to do better, we value your opinion and want to hear from you.

If you are unhappy with how CGS has interacted with you, please do let us know.

We welcome the opportunity to put matters right, for you and for others who might work with us or who may use our services in future.

What to do

First, if known, speak to the staff providing the service you wish to comment. Most problems can be dealt with quickly by the people closest to the situation.

If you are unhappy with the response or do not know the staff dealing with the issue, or feel unable to approach staff directly, then email our Corporate Services Manager info@teamsotland.scot or call 01786466480 or write to

CGS, Airthrey Castle, Hermitage Road, University of Stirling, Stirling, FK94LA.

How to make a complaint

Please provide us with as much detail as you can to help us investigate your complaint (please place all complaints/comments in writing):

- Tell us what the problem is
- Tell us what you want to happen
- Provide information on any relevant communication with us on the subject, including, for example, any reference numbers on letters or emails, and the times and dates of any conversations
- Address your complaint to the person responsible if you have their name
- Please don't send copies of the same letter or email to multiple email addresses of CGS.

Please send the complaint in the first instance to info@teamsotland.scot

Whatever method you choose, the matter will be dealt with in the same way.

What happens next?

In the case of a complaint we will respond to you within 3 working days, informing you who is dealing with it and how long the investigation will take.

We aim to resolve complaints within 10 working days. However, some complaints take longer to investigate and when they do, we will contact you to advise you when you can expect a response from us.

All comments and complaints will be recorded by CGS and used to help us improve our services.

What if I'm unhappy with the response?

If you have made a complaint and are unhappy with the response you receive, you can write to the CGS Chief Executive, who will look at the situation and decide if further action is needed and if so, what form is appropriate. You will be advised of this outcome.

If you are still unhappy, you can write to the Chair of CGS Board, who will review and decide if any further action is needed.

You can contact the Chief Executive and Chair through the email address above.