

Complaints Procedure (Fair Start Scotland)

We aim to provide all our participants with a high level of service and treat you with respect at all times. If you feel we have got something wrong, or you are unhappy with any aspect of our service, we want you to let us know so we can put it right.

You may find it easiest to speak to your personal adviser or tutor. You can also call us on our Freephone number 0800 049 7061.

We will usually be able to resolve things for you at this point. However, there may be times when you wish to make a formal complaint. And to help make this as straightforward as possible, this leaflet outlines our commitment to you and what you need to do.

We will:

- take the time to listen to your complaint
- try to offer an immediate solution or pass your complaint to the relevant manager
- carry out further investigations and give you a formal written response within five working days
- take preventative action to ensure the problem does not occur again
- keep you informed at every stage of the investigation and process
- use your feedback to improve our service.

If you wish to make a complaint, please follow our process;

- Inform us of your complaint by:
 - speaking to your consultant, tutor or manager in person
 - contacting us through our website at www.startscotland.scot
 - email us at feedback@StartScotland.scot copying FairStartScotlandFeedback@gov.scot
 - calling us on Freephone 0800 049 7061
 - writing to us at: StartScotland, Carus House, 201 Dumbarton Road, G81 4XJ
- We will send you an acknowledgement letter within two working days.
- We will send you a formal written response within five working days and copy Scottish Government into our response.
- If we feel that we are unable to fully investigate and respond to your complaint within five working days, we will contact you to explain and agree a suitable timescale.

This will be the final route of escalation within our company.

If you are not happy with this response, you may wish to escalate your complaint to Scottish Government by e-mail at FairStartScotlandFeedback@gov.scot who will independently review your complaint and make a final determination within 20 working days