

### Contact Thistle Foundation

Thistle Foundation, 13 Queen's Walk, Edinburgh, EH16 4EA,  
T: 0131 661 3366

Our main email address is [info@thistle.org.uk](mailto:info@thistle.org.uk) and our website  
is [www.thistle.org.uk](http://www.thistle.org.uk)

If you would like a copy of this leaflet in  
larger print please download a copy from  
[www.thistle.org.uk](http://www.thistle.org.uk)

### Care Inspectorate

South East Region, Stuart House, Eskmill, Musselburgh  
EH21 7PB, T: 0131 653 4100

Central West Region, 4th Floor, 1 Smithhills Street, Paisley  
PA1 1EB, T: 0141 843 6840

### Citizens Advice Scotland

Edinburgh Office, Spectrum House, 2 Powderhall Road,  
Edinburgh EH7 4GB, T: 0131 550 1000

West Area Office, Citizens Advice Scotland, 3rd Floor, Brunswick  
House, 51 Wilson Street, Glasgow G1 1UZ

### NHS Lothian Complaints Team

Waverley Gate, 2-4 Waterloo Place, Edinburgh EH1 3EG,  
T: 0131 536 3370

### Fundraising Standards Board

1st Floor, Thistle House, 91 Haymarket Terrace, Edinburgh EH12  
5HE, T: 0845 688 9894

### Office of the Scottish Charity Regulator (OSCR)

Argyll House, Marketgait, Dundee DD1 1QP, T: 01382 220 446



# Customer Complaints

Thistle Foundation T: 0131 661 3366  
13 Queen's Walk F: 0131 661 4879  
Edinburgh info@thistle.org.uk  
EH16 4EA www.thistle.org.uk

Thistle Foundation is a company limited by guarantee and registered in Scotland,  
number SC24409. Our registered Scottish charity number is SC016816. Our  
registered address is 13 Queen's Walk, Edinburgh, EH16 4EA.

We believe that life is for living

  
thistle  
Foundation

Thistle believes in striving to be the best in everything we do.

Should you be unhappy with any part of our work, we want to hear about it and do whatever we can to improve.

#### **Who can make a comment or complaint?**

Anyone can make a complaint. Making a complaint is speaking up about something you do not like or you are not happy with.

#### **Can I act on someone else's behalf?**

Yes – if someone has asked you to represent them or if you are worried about what is happening to someone else.

#### **How to make a complaint**

If you are unhappy about anything to do with Thistle, please tell a Thistle staff member what your concerns are.

We can usually sort things out quickly and easily.

However, if you are still unhappy, write down your complaint and send it to the Complaints Officer at Thistle.

If you need support, please ask somebody you trust to help you. This might be a friend, staff member, family member or advocate.

Please let us know how you would like us to communicate with you, for example by phone, letter, text or email.

Once written down, your complaint should be sent to:

Complaints Officer  
Thistle Foundation  
13 Queen's Walk  
Edinburgh  
EH16 4EA  
Or email to [complaints@thistle.org.uk](mailto:complaints@thistle.org.uk).

#### **What happens next?**

Once we receive your complaint, we will let you know how we are going to proceed within five working days.

A Complaints Investigator (a suitable member of staff) will contact you to discuss your complaint in more detail. We will phone or meet with you (whichever is more convenient) within a mutually agreed timescale.

If we sort out your complaint quickly in a way that you are happy with, we will give you a record of the complaint, the discussion and the outcome or action plan within seven working days of the initial meeting.

However, it may be that the Complaints Investigator will need to carry out a fuller investigation. If this happens, they will discuss with you the length of time this is likely to take. This will depend on what the complaint is, how complex it is and the number of people who will need to be contacted.

Should it take longer than the time you have agreed, the Complaints Investigator will tell you of the new timescale and the reasons for the delay. Once the investigation is finished, the Complaints Investigator will tell you the outcome. This could be by letter or phone, or face-to-face.

We will give you a record of the complaint, the discussion and the outcome or action plan within seven working days.

#### **What if I am unhappy with the outcome?**

We will do our very best to ensure that you are happy with the way that the complaint was handled.

If you are dissatisfied, you may appeal within five working days. An appropriate person will then hear your appeal and look at how your complaint has been dealt with and the outcome. You will then be informed of their decision by your chosen method of communication.

#### **Your rights**

You can have someone you trust help you or represent you with your complaint. You can also involve the Care Inspectorate, the Local Authority funding your service or any other relevant statutory body. Please go to [www.thistle.org.uk/complaints](http://www.thistle.org.uk/complaints) for further information.