



FUTURE PATHWAYS

Scotland's In Care Survivor
Support Fund



**Future Pathways feedback
and complaints process**



We welcome any feedback about your experience with Future Pathways. Please let us know what is working well, and how we can improve by emailing **engagement@future-pathways.co.uk** or calling **0141 465 9228**.

If you are unhappy with the service you get from Future Pathways, please let us know. We take all concerns seriously and will address them thoroughly, sensitively and in confidence.

How to give feedback

If there's something you're not happy with, we want to know about it as soon as possible. Speaking informally to the person involved or their line manager is often the quickest way of resolving a concern.

You can contact the person's line manager in person, on the phone, or in writing. You can get their contact information from the person themselves, or by emailing **engagement@future-pathways.co.uk** or calling **0141 465 9228**.

If you've spoken to the staff member – or their line manager – and you feel the issue has not been resolved, you can make a formal complaint to the Future Pathways Complaints Officer.

Please note that you can make a formal complaint at any time about the service you've received from Future Pathways. You don't need to give informal feedback first.



Making a complaint

Step one

To make a formal complaint, you need to do so in writing. You can write to us yourself, or ask someone to do it for you; you just need to confirm they are acting on your behalf.

If you need help with this process, email engagement@future-pathways.co.uk or call **0141 465 9228** and we can organise support for you.

Send your letter or email to our Complaints Officer:

Wendy Bates, Chief Executive
Health in Mind
40 Shandwick Place
Edinburgh
EH2 4RT



wendy.bates@health-in-mind.org.uk

The Complaints Officer will contact you within three days of getting your letter or email, to let you know it's been received. She will investigate, and send you a formal response within 28 days. In some cases, this timescale may need to be extended up to 42 days, but only if you agree to this.



Step two

If you are not happy with the Complaints Officer's response, you can ask for the Review Panel to hear your complaint. The Review Panel will meet within 28 days of your request, and you and/or your representative will be invited to attend.

After the meeting, the Panel will contact you with the outcome and the reasons why they have come to their decision, and any action they are going to take. The Review Panel's decision is final.

Step three

If you are not happy with their decision, you may wish to contact the Scottish Public Services Ombudsman. The SPSO is the final stage of complaints that arise from publicly funded services. It looks into complaints which have been through the formal complaints procedure of the organisation concerned or where someone claims to have suffered injustice or hardship as a result of maladministration or service failure.



www.spsso.org.uk



Freephone: 0800 377 7330



By post: Freepost SPSO

If you have any questions or would like more information about the feedback and complaints process, please contact **engagement@future-pathways.co.uk** or **0141 465 9228**.



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