

If you are unhappy with the outcome of our findings, you may appeal to the Chief Executive of Children's Hospice Association Scotland. Her contact details are:

Marian Keogh
Chief Executive
CHAS
Head Office
Canal Court
42 Craiglockhart Avenue
Edinburgh EH14 1LT

If you are still unhappy following the outcome of your appeal to the Chief Executive, you may write to the Chair of the Children's Hospice Association Scotland at our Head Office at the address above.

Other sources of help

It is hoped that most concerns and complaints can be resolved locally and informally. However, if you wish you can directly contact:-

- Office of the Scottish Charities Regulator (OSCR)
2nd Floor, Quadrant House,
9 Riverside Drive
Dundee DD1 4NY
Tel: 01382 220446
- Care Commission,
Compass House,
11 Riverside Drive,
Dundee DD1 4NY
Tel: 01382 207100
or log onto www.carecommission.com
to email your complaint
- Your local health council in the area where you stay. Addresses for the local health councils are available at Rachel House, Robin House or in your local telephone directory.



Children's Hospice Association Scotland
Sharing the Caring

How to Complain to CHAS

A leaflet for non-hospice users



Scottish Charity number SC 019724



Children's Hospice Association Scotland

Canal Court, 42 Craiglockhart Avenue
Edinburgh EH14 1LT

Tel: 0131 444 1900 Fax: 0131 444 4001
email: info@chas.org.uk web: www.chas.org.uk



CHAS

Sharing the Caring

About CHAS

The Children's Hospice Association Scotland (CHAS) is a Scottish charity established to provide hospice services in Scotland for children with life limiting conditions.

A children's hospice offers professional care, practical help and emotional support to the whole family from the day they are referred until the death of their child and beyond.

Rachel House, Scotland's first children's hospice, opened in Kinross in July 1996. Robin House in Balloch opened in August 2005. Both hospices are purpose-built and each provides ongoing support for up to 200 families across Scotland each year. Since 2003 our Rachel House at Home Team, based in Inverness, has provided support to children and their families in the Highlands.



Our complaints procedure

The Children's Hospice Association Scotland believes in a culture of openness, accountability and integrity in the way in we engage with people. Feedback is therefore important in helping us to monitor and evaluate our services to enhance their quality and ensure that we meet the necessary regulatory requirements. This leaflet outlines how you can make a complaint and how we will respond.

The aim of our complaints procedure is:



To let you know how you can make a complaint



To ensure that all complaints are dealt with quickly and fairly

If you have a concern or complaint

If you are unhappy or are concerned with any aspect of your experience of CHAS you can discuss your complaint with the member of staff concerned. He or she will make every effort to ensure that the issues raised are addressed. This can often happen reasonably informally.

However, should you feel that the matter is more serious, you may wish to make a formal complaint. This may be done in writing to any member of CHAS staff or to the person in charge of the department concerned.

Once we receive your written complaint, we will acknowledge it within two working days. The appropriate manager will investigate the complaint and make a response to you within fourteen working days. If this is not going to be possible, they will contact you to tell you when you might expect to hear from us. In any circumstances, you will be contacted with a report of our investigation process, our findings and any recommendations within twenty eight working days.

continued overleaf . . .

