

Feedback or Complaint about COSCA (Counselling & Psychotherapy in Scotland)

Feedback or complaints can be made when people think that members of staff or individuals and groups carrying out work on behalf of COSCA:

- have done something wrong
 - have failed to live up to their expectations
 - have treated them badly or unfairly.
- Feedback or complaints should be made in writing within 6 months of the concern arising, giving us your name, address, phone number, details of your feedback or complaint and what you would like done about it. You should also give details of what has already happened in respect of your feedback or complaint and whom you have dealt with. Anonymous feedback or complaints will not be dealt with under this procedure. An appropriately authorised third party e.g. personal tutors, social workers, and legal guardians can submit feedback or a complaint on behalf of a minor and/or an adult lacking capacity.
 - Please see the attached Complaints Form.
 - Feedback or complaints should be sent for evaluation to the Chief Executive of COSCA, marked private and confidential.
 - If the feedback or complaint is about the Chief Executive, the feedback or complaint should be sent to the COSCA Office addressed to the Chair of COSCA and marked private and confidential.
 - The feedback or complaint will be acknowledged at this stage.
 - The Chief Executive will then investigate the feedback or complaint and respond to it within a stated time, whilst taking any necessary internal action. The Chief Executive may delegate authority to investigate and respond in his/her absence, unavailability or for another relevant reason to another suitable person.
 - In the event that the person submitting the feedback or complaint is dissatisfied with the response to his/her feedback or complaint, he/she can appeal to the Board of COSCA (Counselling & Psychotherapy in Scotland). It will look into your feedback or complaint and send a full reply within a stated time. This response will be considered final.

Brian Magee
Chief Executive
COSCA (Counselling & Psychotherapy in Scotland)



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**FEEDBACK OR COMPLAINT ABOUT A MEMBER OF COSCA STAFF OR INDIVIDUALS
AND ORGANISATIONS CARRYING OUT THE WORK OF COSCA**

Please tick as appropriate:

Feedback

Complaint

DETAILS OF MEMBER OF STAFF, INDIVIDUAL OR GROUP

Name of person/group:

His/her role within COSCA:

FEEDBACK OR COMPLAINT. Please give details

Date of event:

Details of feedback or complaint:

WHAT YOU WOULD LIKE DONE ABOUT YOUR FEEDBACK OR COMPLAINT

[Empty text box for providing feedback or complaint details]

DETAILS OF PREVIOUS FEEDBACK OR COMPLAINT AND DETAILS OF CONTACT PERSON YOU HAVE DEALT WITH IN COSCA

[Empty text box for providing details of previous feedback or complaint and contact person]

YOUR NAME

Title	First Name	Surname

YOUR ADDRESS

Street
Town
Post Code

YOUR TELEPHONE NUMBER

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YOUR EMAIL ADDRESS

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Signature
Print Name
Date