



Complaints Policy

Making a Complaint

Routes to Work Limited accept complaints from clients, employers, partner agencies or anyone interacting with any of our services. Complaints should be made in writing to the Chief Operating Officer by completing the Comments, Complaints, Suggestions form which is available on our website ([Complaints Policy | Routes To Work](#)). Alternatively, we will accept complaints by letter or e-mail.

Process

The complainant will receive written confirmation of receipt of their complaint within 7 days. The Chief Operating Officer will delegate responsibility for investigating the complaint and will outline when the complainant can expect a response, normally within 14 days. If an extension is required to the timeline, this will be communicated to the complainant.

Should further investigation be necessary, the complainant will receive regular updates. All information received will be treated confidentially unless otherwise agreed with the complainant. The complainant will be informed in writing of the outcome. Complaints may be fully upheld, partially upheld or not upheld.

If the complainant does not accept the outcome, they may ask for an appeal. The appeal must be submitted in writing, no later than seven calendar days' following receipt of the outcome.

Any action or commitments the Company makes which directly relates to the complainant will be communicated with the outcome. RTW will also inform the complainant if changes will be made internally to policies or practice following the outcome of the complaint, though the details of these changes will not necessarily be communicated. Any internal recommendations will be implemented through the Service and Quality Improvement Meeting.

Appeals Procedure

Internal appeal

If the complainant does not accept the outcome, they may take their complaint to the Chief Executive who will review the decision and may wish to interview the complainant and the staff involved in the earlier stages. The appeal will normally take



no longer than 14 days. On completion of the appeal stage, the complainant will receive a decision from the Chief Executive in writing, within 14 days.

This stage is the final stage of the internal complaints' procedure.

Scottish Public Services Ombudsman

Routes to Work is an Arm's Length External Organisation (ALEO). As such, following conclusion of the internal complaints procedure, a complainant has the right to take the complaint to the Scottish Public Services Ombudsman (SPSO) who can be contacted on 0800 377 7330/<https://www.spsso.org.uk/spsso>