



Complaints Policy

The Compass Centre is committed to providing a high-quality service. Whether you think we're doing well, or feel we need to do better, we value your opinion and want to hear from you

If you are not happy with the service in any way, please let us know. We welcome the opportunity to put matters right, for you and for others who might use our services in the future.

What to do

First, speak to the staff member providing the service you wish to comment on. The people closest to the situation can deal with most problems quickly.

If you are unhappy with the response or feel unable to approach the staff member directly then email Support and Development Manager tina.sandilands@compasscentre.org or write to Support and Development Manager, 11 Hill Lane, Lerwick, ZE1 0HA

Whatever method you choose, we will deal with the matter in the same way.

What happens next?

We will respond to you within 7 working days. We will tell you who is dealing with it and how long the investigation will take.

We aim to resolve complaints within 14 working days. Some complaints take longer to investigate. When they do, we will contact you to tell you when you can expect a response

Appeals Process

If you are unhappy with the result of the investigation you can lodge an appeal with the Managing Director. This should be in writing to the Managing Director, 11 Hill Lane, Lerwick, ZE1 0HA. Appeals will be considered and a decision advised within 21 working days.

When to contact the Board of Trustees

If your complaint relates to the Managing Director of the service or you consider that the appeals process has not resolved your issue then your complaint should be in writing and addressed to the Board of Trustees, 11 Hill Lane, Lerwick, ZE1 0HA. The trustees will investigate the complaint and will respond within 21 working days.

Anonymous complaints

We recognise that in a small community there may be barriers to contacting us and some people may choose to make an anonymous complaint. While an anonymous complaint can be more difficult to investigate, we are committed to taking all complaints seriously and anonymous complaints will be fully investigated and, if appropriate, a plan of action will be proposed and actioned to remedy it.

Where the complaint is anonymous, it will not be possible to go back to them to clarify any matters within the complaint unless they have chosen to correspond with us via an alias.

Data Protection

All documentation will be stored confidentially and retained in accordance with timescales noted in the SRC premises at The Compass Centre, 11 Hill Lane, Lerwick, ZE1 0HA.