



edinburgh rape crisis centre  
supporting survivors of sexual violence

## Making a complaint about your service

- ERCC aims to be supportive to everyone who uses our service. We understand, however there will be times when you want to make a complaint about your support.
- ERCC adopts a *no blame* culture. This means complaints are welcomed as a an opportunity to improve our service and to set right anything that might have gone wrong.
- Making a complaint does not mean that you will lose the support of the support you receive. ERCC workers will work hard to keep a good relationship with you during the complaints process.

## When you make a complaint ERCC workers will:

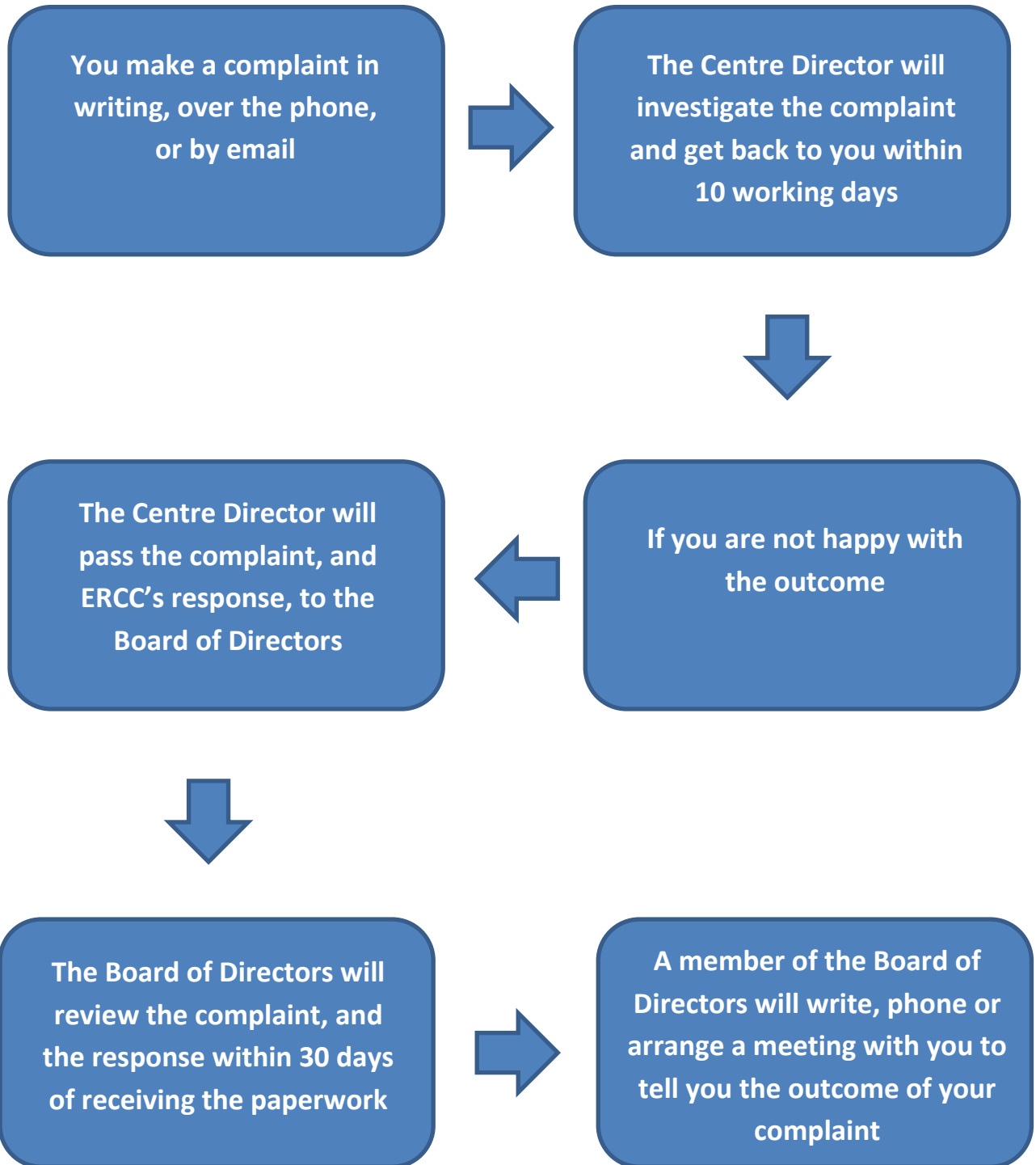
- Listen carefully
- Check they understand what you are saying
- Give you space and time to explain your complaint
- Won't try to resolve the complaint or make decisions about it
- Support you to record your complaint if you have difficulties with reading and writing or your first language is not English
- Tell you what will happen next in the complaints process.

## How to make a complaint

- **Written:** Please use the complaint form (over the page) and send it to the Centre Director in an envelope marked 'private and confidential'
- **By email:** Please use the complaint form and email it to the Centre Director marked private and confidential
- **Over the phone:** A worker can take you through the complaints form and process over the phone. She will write down what you say on the form and send you a copy.
- **Face to Face:** a worker can take you through the complaints form and process face-to-face. She will write down what you say on the form; or support you to do so yourself.



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## ERCC Complaint Form

Your Name	
Your Address	
Your email address	
Date of complaint	
Date of Incident (if different)	
What is your complaint? Please give as much detail as you can.	
We would like to get in touch with you to talk about your complaint – how would you like us to do this?	Phone: Email: Text: Letter: