

**East Lothian Play Association, Scottish Registered Charity SCO30069**

**East Lothian Play Association SCIO, Scottish Registered Charity SC050202**

## **Complaints procedure**

ELPA aims to provide high quality services at all times. 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 unhappy with ELPA 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 future.

### **What to do**

First, speak to the staff providing the service you wish to comment on. Most problems can be dealt with quickly by the people closest to the situation.

If you are unhappy with the response or feel unable to approach staff directly, then email [info@elpa.org.uk](mailto:info@elpa.org.uk) or write to:

ELPA  
The Fraser Centre  
3A Winton Place  
Tranent, EH33 1AF

Whatever method you choose, the matter will be dealt with in the same way.

### **What happens next?**

In the case of a complaint, we will respond to you within 5 working days, informing you who is dealing with it and how long the investigation will take.

We aim to resolve complaints within 10 working days. However some complaints take longer to investigate and when they do, we will contact you to advise you when you can expect a response from us.

All comments and complaints will be recorded by ELPA and used to help us improve our services.

### **What if I'm unhappy with the response?**

If you have made a complaint and are unhappy with the response you receive, you can email or write to ELPA's Chair of Trustees, who will look at the situation and decide if further action is needed. You can contact the Chair at the office address or email address above.

### **Accessible Information**

ELPA always seeks to be as inclusive and accessible as possible. We welcome any suggestions to improve our policies and procedures. If you require any adjustments, please make us aware.