

## Complaints policy – Epilepsy Scotland Helpline

Epilepsy Scotland is committed to providing an accurate information and support service to people affected by epilepsy. We take all complaints seriously.

### **If you are not happy with our service:**

If for any reason you are not happy with the helpline service please contact the Communications Manager. Your initial complaint may be dealt with over the phone, by e-mail or by letter. If there is no satisfactory conclusion you may wish to make a formal complaint.

### **Formal Complaint**

If you wish to make a formal complaint, please contact our Communications Manager. This can be done by:

1. Telephone - please call 0141 427 4911 and ask for Allana Parker
2. Email - [aparker@epilepsyscotland.org.uk](mailto:aparker@epilepsyscotland.org.uk) or
3. Writing to -

Allana Parker  
Communications Manager  
Epilepsy Scotland  
48 Govan Road  
Glasgow  
G51 1JL.

Where possible any complaint will be followed up within 10 working days (two weeks). The response will usually be a letter, e-mail or phone call.

If your complaint has still not reached a satisfactory conclusion it will be passed to the Chief Executive of Epilepsy Scotland who is based at our head office at the above address.

The final means of resolving a complaint inside the organisation is for the complaint to be heard by Epilepsy Scotland's Board. The Board consists of elected unpaid members who are voluntary trustees. Board members are the people ultimately responsible for running Epilepsy Scotland. A complaint will only go to the Board once all the other avenues have been exhausted. The Board's decision is final.