



# How to complain, comment or compliment



# Learning from comments, concerns, complaints and compliments

Chest Heart & Stroke Scotland improves the quality of life for people in Scotland affected by chest, heart and stroke illness. Our staff are committed to providing a high quality service which meets your expectations.

We aim to put you, your views and experiences at the centre of our services; to tackle your concerns and to address any comments you make about the service you have received.

Wherever possible, your comments and concerns will be dealt with informally as they arise. However, there may be occasions where you are dissatisfied with the service provided and want to complain formally.

We will also learn from **compliments**, what has worked well for you. If you wish to record appreciation of the service you have received please speak to a member of staff or write to:

Chief Executive,  
Chest Heart & Stroke Scotland  
Third Floor, Rosebery House,  
9 Haymarket Terrace,  
Edinburgh EH1 2 5EZ

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# How to complain

In the first instance:

**Speak informally to  
a member of staff**

**To complain formally contact:**

**Director of Finance**

**Chest Heart & Stroke Scotland**

**Third Floor, Rosebery House,**

**9 Haymarket Terrace**

**Edinburgh EH12 5EZ**

**Phone: 0131 225 6963**

**Email: [paul.bannon@chss.org.uk](mailto:paul.bannon@chss.org.uk)**

**[www.chss.org.uk](http://www.chss.org.uk)**

# Procedure for complaints

