

ANGUS INDEPENDENT ADVOCACY

Making Your Voice Heard

Registered Scottish Charity No SC 025687
A Company Ltd by Guarantee -
Registered No 220447



WHAT IF YOU DISAGREE WITH THE DECISION?

You can appeal a review within 28 days of receiving the decision. The Executive Director will no longer be involved. The complaint will be investigated by the Convenor of the Board of Directors and 2 other Independent persons and a decision will be made within 28 days.

THIS DECISION WILL BE FINAL

Angus Independent Advocacy will make every effort to comply with this decision, but cannot be legally bound by it.

UNRESOLVED COMPLAINTS

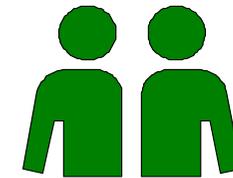
If you are still not satisfied with what has happened so far, you can write to an Independent Person. (Details will be provided.)

For a copy of our complaints form and guidelines, please contact:

Angus Independent Advocacy
69 High Street
ARBROATH
Angus DD11 1AN
Tel: 01241 434413

enquiries@angusindadvocacy.org

ANGUS INDEPENDENT ADVOCACY



**Please tell us if
you're not
satisfied with the
support
we offer you**

**MAKING A
COMPLAINT ABOUT US**

COMPLAINTS PROCEDURE

Angus Independent Advocacy is committed to the provision of good advocacy. If you are unhappy about something, you have the right to complain. Please contact the Manager to discuss a problem at any time, but if you feel unable to do this you should use the complaints procedure.

WHO CAN USE THE COMPLAINTS PROCEDURE?

Anyone. The procedure is for partners, advocates, carers and any other involved agencies.

REASON FOR COMPLAINT

If you are unhappy about advocacy that has been provided please let the Executive Director know. Angus Independent Advocacy will welcome suggestions for improvement.

HOW DO YOU COMPLAIN?

Your initial contact may be by telephone or in person, but this must be supported in writing either by letter or on a complaints form, available from Angus Independent Advocacy.

You are welcome to have someone present to help you with your complaint – a friend, relative, advocate or someone else.

WHO DO YOU COMPLAIN TO?

Your first point of contact should be to the Executive Director (unless your complaint concerns them personally) who will try to resolve your problem immediately. If it does not, please write to the Convenor of the Board of Directors.

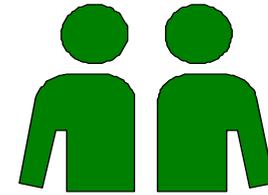
WHAT HAPPENS NEXT?

A written complaint should be sent or handed in to the Angus Independent Advocacy office.

The Executive Director will acknowledge receipt of any complaint within 7 days. A copy of the complaint will be shown to the Convenor of the Board of Directors and any person named in it will be informed that a complaint has been made about them.

The Convenor of the Board of Directors, together with the Executive Director and one other member of the Board of Directors will consider the complaint and make a response.

They will have the responsibility for making a decision as to how to put things right. You will be told of their decision, in writing, within 28 days.



Feedback

Please contact the Manager in person or on the phone if you want to point out something that might need to be improved.

Angus Independent Advocacy will be proactive in continuing to develop and improve advocacy provision.

If you want to share a positive Advocacy experience we would also be more than happy to hear from you.