



**Every Voice
Matters!**

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 Chief Officer will no longer be involved. The complaint will be investigated by the Convenor and 2 members of the Board of Directors. 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



**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 Chief Officer 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 Chief Officer know. Angus Independent Advocacy will welcome suggestions for improvement.

HOW DO YOU COMPLAIN?

A complaint can be made to AIA verbally which will need to be transcribed onto AIA's complaint form, by letter, email or digital technology.

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 Chief Officer (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?

On receipt of the complaint, the Chief Officer shall give written acknowledgement to the complainant within 7 days. If the complaint is about the Chief Officer, the Convenor will respond.

The Chief Officer will use AIA's Complaint Record to log the complaint and each stage and outcome of the complaints process.

The Chief Officer will consider an appropriate response to the complaint and try to resolve the problem, by negotiation and/or conciliation.

A response should be given to the complainant within 28 days with further procedural steps to be taken, if the response is not satisfactory to the complainant.



**Angus
Independent
Advocacy**

Feedback

Please contact the Chief Officer 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.