

GIVING US FEEDBACK

WHY FEEDBACK IS IMPORTANT TO US

Angus Independent Advocacy is committed to providing good quality advocacy support. Your views are important to us and we can use feedback to develop and improve the support we offer.

We value all feedback. You might want to tell us about:

- What we did well
- What could have been better



HOW TO GIVE FEEDBACK

There are different ways you can give us feedback. You can:

- Contact the office
- Fill in the form on our website
- Speak to your Advocacy Worker, Development Worker or Citizen Advocate

COMPLAINTS

If you are unhappy about something, you have the right to complain. We will always try to resolve concerns informally by talking with you.

Normally, you must let us know about your complaint within 6 months of:

- The event you want to complain about or;
- Finding out you have a reason to complain (but no longer than 12 months after the event itself)

All complaints will be treated seriously and we will try to respond as quickly as we can. Sometimes it might take us longer to look into a complaint. If we think this will happen we will let you know when you should to hear from us.

HOW TO MAKE A COMPLAINT

Please contact the office to discuss your concerns at any time. If you feel unable to do this you should use our formal complaints procedure.

WHO CAN USE THE COMPLAINTS PROCEDURE?

The procedure is for anyone who is involved with AIA and wishes to raise a concern.

HOW DO YOU COMPLAIN?

A complaint can be made to AIA in any way that is accessible to you.

This could include:

- Calling the office
- Writing a letter or email
- Other digital technology

You might want someone to help you tell us about your complaint – a friend, relative, advocate or someone else.

All complaints will be recorded on our complaints form.

WHAT HAPPENS NEXT

We aim to let you know we have received your complaint within 5 working days.

The Chief Executive Officer (CEO) will appoint an appropriate member of staff to investigate your complaint.

The CEO will aim to provide you with a written response within 20 working days.

If your concerns are about the CEO the Chair of the Board will deal with your complaint.

WHAT IF YOU DISAGREE WITH OUR DECISION?

You can appeal within 20 working days of receiving our reply to your complaint.

The CEO will no longer be involved.

Your complaint and the steps taken so far will be reviewed by the Chair and up to 2 other members of the Board.

The Chair will aim to provide you with a written response within 20 working days.

UNRESOLVED COMPLAINTS

If you are still not satisfied with what has happened so far, you **may** be able to raise your complaint with our funders (whether they look into it will depend on the nature of the complaint).

CONTACT US

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