

How to contact us

Lomond & Argyll Advocacy Service can be contacted at the following address and telephone number:

Referrals & Information

Main Office,
155 Glasgow Rd., Dumbarton, G82 1RH.
Tel: (01389) 726543
email: admin@laas.org.uk

Appeal

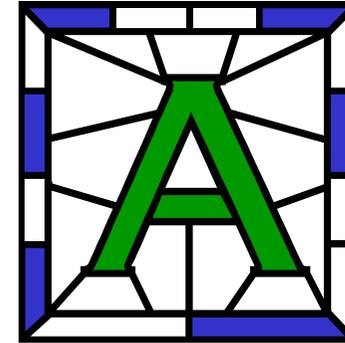
If you are unhappy about the outcome of your complaint you can appeal against the decision.

- Appeals must be made in writing and sent to the Chairman of the Board of Directors. The timescales are as before. You will be sent an acknowledgement of your appeal being received and details of how it will be considered.
- You may be offered an appointment to discuss the issue, once again you may be accompanied by another person to assist you. (This person may not be a member of staff or volunteer with the organisation.)
- A decision on your appeal will be notified to you in writing within 28 days of receipt.

Thank you for taking the time to read this leaflet

visit the Lomond & Argyll Advocacy Service Web-site at

www.laas.org.uk



**Lomond & Argyll
Advocacy Service**

Comments and Complaints

Lomond and Argyll Advocacy Service

Introduction

Lomond & Argyll Advocacy Service encourages comments from everyone who comes into contact with the Service

We aim to ensure that the service we provide is of the highest quality. We want to know if we are doing things well but recognise that we may not always 'get it right'. We will try to learn from our mistakes. There may be times when you feel dissatisfied with the service you have received.

Examples of this may include one or more of the following:

- You may feel that we have been inefficient or slow in dealing with you.
- You have not received the service you believe you are entitled to.
- You are unhappy about the conduct or attitude of a member of staff or volunteer.

On the other hand you may be pleased with the service you have received and wish to tell us so.

If you think we have not 'got it right' or if you simply want to make a comment about a service you have received you are entitled to use our comments and complaints procedure. This leaflet tells you how to do that.

Making a comment or complaint

The first step is to read this leaflet thoroughly.

The second step is to decide whether you wish to make your complaint in writing or not. It may be that in the first instance you wish to discuss

it with the local Advocacy Co-ordinator or Advocacy Manager before deciding whether to put pen to paper.

- All complaints will be dealt with in the same way whether they are communicated orally—face to face or via telephone—or in writing.
- Your complaint will be acknowledged on receipt. Within a few days of making the complaint you should have a letter acknowledging receipt and indicating the name of the person who will investigate the issue.
- Your complaint will be investigated and the outcome notified to you within 28 days of the complaint being received. Where necessary an appointment will be made for you to discuss your complaint with the member of staff investigating it. You are entitled to be accompanied by another person to assist you in presenting your case. It would be inappropriate for this person to be an employee or volunteer from our own service but we will try to put you in touch with someone else who can help you make a complaint—such as another advocacy project.
- Complaints are dealt with, in the first instance, by the local Co-ordinator or the Advocacy Manager.

Other complaints bodies

The use of this complaints procedure does not compromise your access to other people who may help e.g. your local councillor; MSP or MP or your local social work office.

Local libraries will have details of how to contact the above individuals and organisations.

Listening

Acting

Improving