

8 Other organisations

Depending on what your complaint is about, there are other organisations you can complain to. You can do this as well as complaining to us, or instead.

- If you have an unresolved complaint about the Dementia Helpline, you can complain to the Telephone Helplines Association, 4th Floor, 9 Marshalsea Road, Borough, London SE1 1EP, Phone 020 7089 6321 or 0845 120 3767 (lo-call), Email: info@helplines.org.uk
- If you are complaining about our local services, such as day care or home support services, you can complain to your local authority social work department. Their address is in the phonebook under your local council, or you can get it from our office. Every social work department has a complaints procedure.
- You can also complain to the Care Commission. The Care Commission has been set up to improve the quality of care services in Scotland and it regulates and inspects most of our services. You should contact the Care Commission's Headquarters at Compass House, 11 Riverside Drive, Dundee DD1 4NY, Phone 0845 603 0890 (lo-call), Fax 01382 207289 or email them by logging onto their website at www.carecommission.com

Alternative formats

We can provide this leaflet in large print or on tape. Contact us at the address below.

Alzheimer Scotland

National Office

22 Drumsheugh Gardens

Edinburgh EH3 7RN

Phone: 0131 243 1453

Fax: 0131 243 1450

Email: alzheimerscot.org

To download a copy of this leaflet, or for more information about dementia,

visit our website at

www.alzscot.org



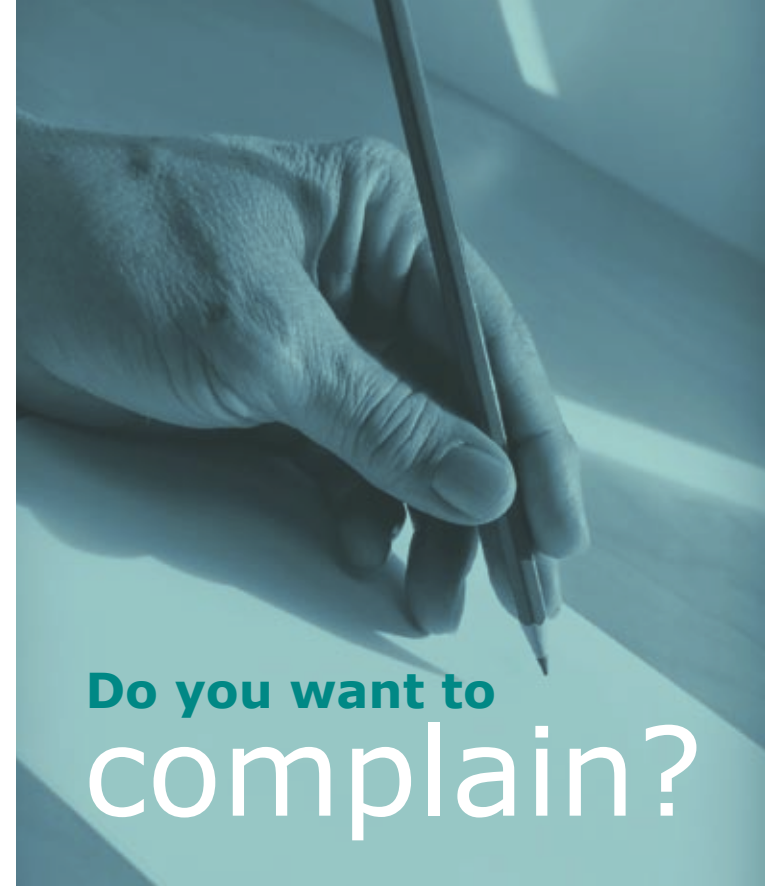
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Alzheimer Scotland

Action on Dementia

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Do you want to
complain?

If something has gone
wrong, we want to know



Alzheimer Scotland
Action on Dementia

1 Has something gone wrong?

We try to make sure that we give the best possible standard of service at all times. But sometimes things do go wrong. If you have any concerns about what we do, we want to know. We welcome comments, criticisms and complaints about our work, because it helps us to improve.

Have we:

- done something wrong?
- failed to do something that we should have done?
- provided services to a poor standard?
- acted unfairly, unethically or discourteously?



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2 What you can do

You can make a complaint if you use or have used or are planning to use our services. You can also complain if you are directly affected by someone using our services. If you have a concern, you can:

- speak informally to the staff concerned.

If that doesn't work, or if you don't feel comfortable about doing this, you can:

- make a formal complaint.

This leaflet will tell you how.

3 Making a formal complaint

To make a formal complaint, you should write to:

Jim Jackson, Chief Executive
Alzheimer Scotland
22 Drumsheugh Gardens
Edinburgh EH3 7RN
Phone: 0131 243 1453
Fax: 0131 243 1450
Email: jjackson@alzscot.org

You should say clearly and briefly:

- what went wrong
- when and where it happened
- who was involved
- what you want from your complaint.

4 Who can help you

If you would like help making your complaint, you can get help from:

- Alzheimer Scotland staff
- the Care Commission
- local advocacy or advice organisations
- your local social work department
- Citizens Advice Bureaux.

5 What happens next

When we receive your complaint, the Chief Executive will:

- acknowledge it in writing in 5 working days
- investigate your complaint
- write to you with the outcome of the investigations and also tell you about any further action you can take.

6 More information

We will send a copy of our Complaints Policy Statement, Procedures and Guidance to anyone who would like one, and we will send it automatically to anyone who makes a complaint.

7 If you are not happy

If you are not happy with the outcome of your complaint, there are further steps you can take. These are explained in our Complaints Policy Statement, Procedures and Guidance.