

## Contact details for senior managers

<p><b>Jan Johnston, Argyll &amp; Clyde Regional Manager</b> Covering services in Argyll &amp; Bute, Inverclyde, Renfrewshire and West Dunbartonshire</p>	<p>32 Riccartbar Avenue, Paisley, PA2 6BG <b>Tel:</b> 0141 887 4902 <b>Email:</b> jjohnston@alzscot.org</p>
<p><b>Julie Barron, Ayrshire and Dumfries &amp; Galloway Regional Manager</b> Covering services in Dumfries &amp; Galloway, East Ayrshire, North Ayrshire and South Ayrshire</p>	<p>1 Gordon Street, Dumfries, DG1 1EG <b>Tel:</b> 01387 261303 <b>Email:</b> jbarron@alzscot.org</p>
<p><b>Linda Smith, Forth Valley and Lanarkshire Regional Manager</b> Covering services in Clackmannanshire, Falkirk, Stirling, North Lanarkshire and South Lanarkshire</p>	<p>Lanarkshire Information &amp; Advice Centre, Old Town Hall, High Road, Motherwell, ML1 3HU <b>Tel:</b> 01698 275300 <b>Email:</b> lsmith@alzscot.org</p>
<p><b>Sarah Burgess, Glasgow and East Dunbartonshire Regional Manager</b> Covering services in Glasgow and East Dunbartonshire</p>	<p>81 Oxford Street, Glasgow, G5 9EP <b>Tel:</b> 0141 418 3930 <b>Email:</b> sburgess@alzscot.org</p>
<p><b>Fiona Roberts, Grampian, Tayside and Shetland Regional Manager</b> Covering services in Aberdeen City, Aberdeenshire, Angus, Dundee, Moray, Perth &amp; Kinross and Shetland</p>	<p>492 Union Street, Aberdeen, AB10 1TS <b>Tel:</b> 01224 644077 <b>Email:</b> froberts@alzscot.org</p>
<p><b>Maxine Johnston, Highland, Western Isles &amp; Orkney</b> Covering services in Highland, Orkney, Western Isles</p>	<p>Rowan Cottage, 7 Martin Crescent, Portree, Isle of Skye, IV51 9DW <b>Tel:</b> 01478 611818 <b>Email:</b> mjohnston@alzscot.org</p>
<p><b>Helen Hay, Lothian, Fife and Borders Regional Manager</b> Covering services in Edinburgh, Fife, East Lothian, Midlothian, West Lothian and Scottish Borders</p>	<p>22 Drumsheugh Gardens, Edinburgh, EH3 7RN <b>Tel:</b> 0131 243 1453 <b>Email:</b> hhay@alzscot.org</p>

## Alzheimer Scotland, National Office

Covering national services including: Finance, Fundraising, Dementia Helpline, Information Services, Public Policy, Welfare Rights, Human Resources, Property Management.

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**Chief Executive: Henry Simmons**

**Email:** hsimmons@alzscot.org

**Director of Personalisation: Kate Fearnley**

**Email:** kfearnley@alzscot.org

**Dementia Helpline Manager: Elaine Harley**

**Email:** eharley@alzscot.org

## Alternative formats

We can provide this leaflet in large print, on CD or in other languages on demand. Contact the Information Manager at the address above.

Alzheimer Scotland - Action on Dementia is a company limited by guarantee, registered in Scotland 149069. Registered Office: 22 Drumsheugh Gardens, Edinburgh EH3 7RN. It is recognised as a charity by the Office of the Scottish Charity Regulator, no. SC022315.

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## Do you have a comment, suggestion or complaint?

## Alzheimer Scotland wants to hear from you



**Alzheimer Scotland**  
Action on Dementia

**Alzheimer Scotland aims to provide high quality services and support for people with dementia and their carers at all times, but we know that sometimes we may get things wrong or there may be things we could do better.**

**We welcome feedback on all aspects of our work, particularly if something has gone wrong so we can fix it or make improvements. We will treat your complaint with confidentiality and will treat you fairly.**

This leaflet tells you how to complain if you feel:

- we have done something wrong;
- we didn't do something that we should have done;
- we provided you, or someone you care for, with a poor quality service; or
- we treated you, or someone you care for, unfairly, unethically or discourteously.

You can get a copy of our detailed Complaints Procedure from any of our services, our National Office, the Dementia Helpline or our website at [www.alzscot.org](http://www.alzscot.org) and we will send it automatically to anyone who makes a complaint.

## What can you do?

You can make a complaint yourself or ask a friend, relative or supporter to help you.

## Informal approach

Often, the quickest way to deal with something you are unhappy about is to talk informally to the staff member or service involved. They will try their best to resolve any concerns you raise.

If that doesn't work, or if you don't feel comfortable about doing this, you can make a formal complaint. This leaflet tells you how.

## Making a formal complaint

You should write to:

The Regional Manager or relevant National Office Manager (see contact details)

You should say clearly:

- what went wrong
- when and where it happened
- who was involved
- what you would like to see happen.

## Who can help you?

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

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

## What happens next

When we receive your formal complaint, we will:

- acknowledge it in writing (within 5 working days)
- investigate your complaint (within 20 working days)
- write to you with the outcome of the investigation and also tell you about any further action you can take.

## If you are still unhappy

If you are not happy with the outcome of your complaint, there are further steps you can take. These are explained in our Complaints Procedure.

## Comments or suggestions

You may not want to complain about us, but may wish to make comments or suggestions about our work, to help us improve. The local Service Manager, Regional Manager or any National Office Manager will welcome your comments and ensure you are told about any action taken as a result.

## 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](mailto: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 phone book under your local council, or you can get it from the Dementia Helpline on 0808 808 3000 or from your local Alzheimer Scotland 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), or email them by logging onto their website at [www.carecommission.com](http://www.carecommission.com)