

Other organisations

Depending on what your complaint is about, there are other organisations you can also contact.

- To complain about the Dementia Helpline:
Helplines Partnership
Ruthlyn House
90 Lincoln Road
Peterborough
Cambridgeshire
PE1 2SP,
Tel: 0300 330 7777,
Email: info@helplines.org
- To complain about care services:
Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Tel: 0345 600 9527
Email: enquiries@careinspectorate.com
- To complain about fundraising:
Fundraising Standards Board
Scotland and Northern Ireland Office
91 Clifton Terrace
Edinburgh
EH12 5HE
Tel: 0845 688 9894
Email: infoscotland@frsb.org.uk
- To make a further complaint:
Scottish Public Services Ombudsman (SPSO)
4 Melville Street
Edinburgh
EH3 7NS
Tel: 0800 377 7330 (Freephone)

Contact

Email: feedback@alzscot.org
Tel: 0131 243 1453
160 Dundee Street
Edinburgh
EH11 1DQ



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Do you have a comment, suggestion or complaint?

Alzheimer Scotland wants to hear from you



Making sure nobody faces dementia alone.

Alzheimer Scotland is Scotland's leading dementia organisation.

We deliver high quality, dementia-specific support and activities, nationally and through our localities, from Shetland to the Borders.

We welcome any and all feedback on our work, particularly if something goes wrong so we can do our best to fix it. We will ensure your complaint is treated fairly, impartially and with sensitivity.

Making comments or suggestions

You may wish to make comments or suggestions about our work, to help us improve. The local manager or our National Office (see 'contact' overleaf) will welcome your comments and ensure you are told about any action taken as a result. Positive feedback also helps us to improve our services to people.

Making a complaint

This leaflet tells you how to complain if you feel:

- we have done something wrong;
- we didn't do something that we should have;
- 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 localities, our National Office, the Dementia Helpline, or our website at www.alzscot.org.

What can you do?

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

Frontline Resolution

Often, the quickest way to deal with something you are unhappy about is to talk informally to the staff member or the local manager, this is known as frontline resolution. They will try their best to resolve any concerns you raise there and then. However, if that doesn't work, or if you don't feel comfortable about doing this, you can make a formal complaint.

Making a formal complaint

Formal complaints should be made directly to your local office, or to our National Office (see 'contact' overleaf). It would be helpful if you could let us know::

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

Who can help you?

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

- Local advocacy or advice organisations, such as 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
- If the investigation takes longer than 20 days we will keep you informed of progress.

If you are still unhappy

If you are not happy with the outcome of your complaint, there are further steps you can take. The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about charitable organisations, councils, the National Health Service, housing associations, the Scottish Government and its agencies and departments and most Scottish authorities (see 'other organisations' overleaf).

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