Comments and complaints
The Dementia Helpline has a complaints policy. If you would like a copy, please ask.

If you are not happy with the service you receive from the Dementia Helpline, we want to know. You can get in touch by email or in writing to:

Dementia Helpline
Alzheimer Scotland
160 Dundee Street
Edinburgh, EH11 1DQ
e-mail: helpline@alzscot.org

The Dementia Helpline is a member of the Helplines Partnership. If you are still not satisfied with the outcome of your complaint, you can complain to:

The Helplines Partnership
Business Design Centre
52 Upper Street
London, N1 0QH
Tel: 0300 330 7777
e-mail: info@helplines.org

About Alzheimer Scotland
We are Scotland’s leading specialist dementia charity and work to improve the lives of everyone affected by dementia. We provide information, support and a network of services and support groups from more than 60 sites across Scotland. We also campaign to improve public policies and services for people with dementia and their partners and families.

How you can help us
We need your support to help us to provide networks of Dementia Advisors and Dementia Nurses across Scotland, our 24-hour Dementia Helpline, the Alzheimer Scotland Dementia Research Centre, and our Reminiscence Networks.

You can support our work by:
• donating regularly with a monthly gift, enabling us to plan with confidence
• taking part in our fun events or hold your own event
• becoming a member and adding strength to our campaigning voice
• leaving us a legacy or setting up a tribute fund.

www.alzscot.org

Making sure nobody faces dementia alone.
About the Dementia Helpline
Since 1989, our Dementia Helpline has provided emotional support, information and signposting to thousands of people living with dementia, their partners, family and friends. Our Helpline is delivered by a dedicated team of highly skilled volunteers who understand the nature and experience of dementia.

24 hour help
Our freephone Dementia Helpline is there 24 hours a day, every day, for anyone who needs information or someone to talk to about dementia.

People call the Helpline for many different reasons. Here are just some examples:

“I’m having trouble with my memory and I’m worried it’s dementia.”

“I never know what my wife’s going to do next and I’m worn out. Where can I find help caring for her?”

“My mother’s finances are in a mess. Is there anything I can do to help caring for her?”

“I’m a social worker supporting a carer who needs a break. Does Alzheimer Scotland provide any respite services?”

“I always promised Dad that I would never put him in a home but now caring for him is just too much for us. What can I do?”

Information
Callers are given information and support with:

• understanding dementia
• treatments
• how to get help locally
• maintaining independence
• financial and legal matters
• rights and entitlements
• coping with stress and distress
• community care
• long-stay care
• anything else to do with dementia

The Dementia Helpline can provide information right away on many questions or concerns. We can send out information free of charge to carers, family members and people with dementia. We also have a dedicated staff team who can help follow up with more complex inquiries.

Information for professionals
The Helpline can also provide specialist information and support for health and social care professionals working with people with dementia.

e-Helpline
Anyone who prefers a response to their enquiry by e-mail can contact us at helpline@alzscot.org

Confidentiality
Calls to the Dementia Helpline confidential. The only exception is if you share with us that you or someone else is in imminent danger or at risk of harm. Only in these circumstances will we pass information we have on to the relevant authority. Our written Safeguarding Policy is available on request. Please contact the Helpline to obtain a copy.

To prevent misuse, the Helpline does not accept calls where the caller’s number has been withheld. If you normally withhold your number, please dial 1470 before dialling the Helpline number. This does not affect the caller’s right to confidentiality under the terms of the Helpline’s policy.

Tariff/costs
Calling the Dementia Helpline is free from landlines within the UK, and from most mobile providers.