

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
email: 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
email: 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.

Alzheimer Scotland - Action on Dementia is a company limited by guarantee, registered in Scotland 149069. Registered office: 160 Dundee Street, Edinburgh EH11 1DQ. It is recognised as a charity by the Office of the Scottish Charity Regulator, no. SC022315



Are you worried about dementia?

Are you caring for someone with dementia?

Do you know someone with dementia?

0808 808 3000

We're here for you 24/7.

**Call our Freephone
Dementia Helpline**



**Alzheimer
Scotland**
Action on Dementia



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 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 we will 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.

