

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

www.helplines.org

Tel: 0300 330 7777

Email: info@helplines.org

- **To complain about care services:**

Care Inspectorate

www.careinspectorate.com/index.php/online-complaint-form

Tel: 0345 600 9527

Email: concerns@careinspectorate.gov.scot

- **To complain about counselling:**

COSCA

(Counselling & Psychotherapy in Scotland)

www.cosca.org.uk/guidance-policies/complaints/complaints-general-information

Email: info@cosca.org.uk

Tel: 01786 475140

- **To complain about fundraising:**

Scottish Fundraising Standards Panel

www.goodfundraising.scot/make-a-complaint/

Email: complaints@goodfundraising.scot

Tel: 0808 164 2520

- **To make a further complaint:**

Scottish Public Services

Ombudsman (SPSO)

www.spsso.org.uk/making-complaint

Email: ask@spsso.gov.scot

Tel: 0800 377 7330

Contact

Email: feedback@alzscot.org

Tel: 0131 243 1453

160 Dundee Street
Edinburgh
EH11 1DQ

24 HOUR

Dementia  **Alzheimer Scotland**
Action on Dementia

Helpline

Freephone 0808 808 3000
Email helpline@alzscot.org

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



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. Your local contact or our registered 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, 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 Locality Leader, 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 registered 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).

Email: feedback@alzscot.org

Tel: 0131 243 1453