

## Appeals Procedure

If you are unhappy with the outcome of the investigation, you may appeal. This must be done within 14 days from when you receive the report . Please contact the ADS Chief Executive by whatever means is most convenient e.g. telephone, letter, email, face to face or via the contacts page on our website.

## The Role of COSCA

If you are still not happy with the outcome of your complaint, you can complain directly to COSCA, Scotland's Professional Body for Counselling and Psychotherapy.

**01786 475 140 or [www.cosca.org.uk](http://www.cosca.org.uk)**

Normally, the complaint must be made in writing using the following forms:

*Proforma for Submitting a Complaint to COSCA (General)*, which you can get from COSCA at [www.cosca.org.uk](http://www.cosca.org.uk)

A complaint can be submitted within 3 years of the alleged breach of the COSCA Statement of Ethics and Code of Practice. See COSCA's website [www.cosca.org.uk](http://www.cosca.org.uk) for further information.

## Please Get In Touch With us

**Chief Executive  
Alcohol and Drugs Support  
South West Scotland**

**225 King St**

**Castle Douglas**

**DG7 1DT**

**01556 503550**

**COSCA Membership Number:  
OMFL3—2123**

**Company Limited by Guarantee  
227133**

**Scottish Registered Charity  
22925**



**Alcohol and Drugs Support South West Scotland**

## What To Do If You Have A Complaint About ADS Talking Therapies



**Alcohol and Drugs Support  
South West Scotland**

**Delivering Services Across  
Dumfries and Galloway**

**Tel 01556 503550**

**[www.adssws.co.uk](http://www.adssws.co.uk)**



**Recognised Partner**

**Company Limited by Guarantee: 227133**

**Scottish Registered Charity: 022925**

## Introduction

ADS welcomes feedback from people who use our services. We believe that your comments and suggestions help us deliver better services.

ADS aims to provide each service user with a high quality experience, suited to their individual needs. However, sometimes things go wrong. Complaints can help us look at our services, and make changes if required.

## Who can make a complaint

Any person who has any contact with our services may use the complaints procedure. The complaint may be made directly or by a third person



representing the interests of the person. Complaints could come from services users, family and friends, from advocates or representatives, from professional workers in other agencies, or from members of the public.

## Informal Complaints

### Procedure

ADS aims to resolve issues and complaints as quickly and informally as possible. Please raise your concerns with a member of the ADS team. They will try to resolve the issues you have raised as quickly as possible.

If they are unable to help, or you feel that your concerns have not been fully dealt with, you can use the ADS Formal Complaints Procedure.

## Formal Complaints

### Procedure



If you want to make a formal complaint about the ADS Counselling Service please contact the ADS Chief

Executive by whatever means is most convenient e.g. telephone, letter, email, face to face or via the contacts page on our website [ details overleaf].

Your complaint will be confidential and no one else apart from the people involved will know about it.

Occasionally, if the complaint is very serious, such as if it involved harm to yourself or to others, other people might have to be involved. This would be discussed with you at the time.

## Timescales

-Your complaint will be acknowledged in writing within 3 working days

-Your complaint will be fully investigated by the appropriate ADS Manager within 14 working days

-If the investigation is going to take longer than this, is delayed for good reason, we will tell you why, and provide a revised completion date

-You will receive a written response from the Chief Executive within 5 working days of the investigation being completed

-You will also be offered the opportunity to meet in person with the Chief Executive to discuss the outcome of the investigation.

## Outcomes

If your complaint is found by us to be justified we will issue you with a full written apology We will take action, where appropriate, to put right what went wrong. We will try to prevent any similar problems happening in the future.