

Appeals Process

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 the Care Inspectorate



Should you wish to complain about the Housing Support Service you can also contact the

Care Inspectorate on 0845 600 9527 or at www.scswis.com

-They will let you know by letter that they have received your complaint within three working days

-They will try to complete the investigation within 20 working days.

-They will let you know their findings and the outcome of the complaint.

-They let you know what you can do if you are not satisfied with the outcome.

Please get in touch with us

**Chief Executive
Alcohol and Drugs Support
South West Scotland
225 King St
Castle Douglas
DG7 1DT**

01556 503550

**enquiries@adssws.co.uk
www.adssws.co.uk**

**Care Inspectorate Registration
CS2003054200**

**Company Limited by Guarantee
227133**

**Scottish Registered Charity
22925**



Alcohol and Drugs Support South West Scotland

What To Do If You Have a Complaint



**Alcohol and Drugs Support
South West Scotland**

**Delivering Services Across
Dumfries and Galloway**

Tel 01556 503550

www.adssws.co.uk

action on
drugs+alcohol
DUMFRIES AND GALLOWAY

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.

If you make an anonymous complaint, we may not be able to investigate the complaint fully, or to reply to you with our findings.

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 ADS services, 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.