

## THE STAGES TO FOLLOW WHEN MAKING A COMPLAINT

### STAGE 1 - VERBAL

You are able to make a verbal complaint which must be logged by a member of staff and discussed with you. If the complaint is resolved to your satisfaction then no further action will be taken. If you feel it has not been resolved then you can put your complaint in writing.

### IN WRITING

When we receive your written complaint it will be logged and responded to within 5 working days. Your complaint will be investigated and responded to within 28 days. If your complaint is not resolved to your satisfaction then you may take it to the Complaints Officer.

### STAGE 2 - COMPLAINTS OFFICER

Your complaint will be received and logged by the Complaints officer and then investigated and responded to within 28 days. If you opt to send your letter of complaint to the Complaints Officer straight away, at stage 1 then stage 2 is not necessary. If your complaint is not resolved to your satisfaction then you may request a Review Panel Hearing within 28 days.

### STAGE 3 - REVIEW PANEL HEARING

The panel, consisting of an Office Bearer of the Board of Directors, Independent Member and Mental Health Service User will meet within 28 days and then write within 5 working days giving its recommendations.



# ADVOCARD COMPLAINTS PROCEDURE

The Complaints Officer  
332 LEITH WALK, EDINBURGH. EH6 5BR  
TEL: 0131 554 5307 FAX: 0131 555 6092  
email: [advocacy@advocard.org.uk](mailto:advocacy@advocard.org.uk)

Scottish Charity Number SCO 231 81  
Company limited by guarantee: 396023

**This Complaints Procedure sets out to make it easy for you to comment and/or complain about the service you have received from AdvoCard.**

**At AdvoCard we will:**

- **Address complaints thoroughly and sensitively**
- **Encourage individuals to use their right to complain**
- **Enable resolution at any stage of the proceedings**
- **Encourage positive action to improve the service**

**Who can complain?**

**Any person using our services or a person who legitimately represents someone who is using our services can complain.**

**What can be complained about?**

**The Complaints Procedure can be used to raise any concerns about the services you are receiving or feel you should be receiving as well as about staff and volunteers of AdvoCard.**

**Can I get help in making my complaint known?**

**Yes, the person dealing with your complaint will assist you in whatever way is appropriate. Alternatively you could seek help from outside AdvoCard.**

**Can I bring someone with me to meetings?**

**Yes, you can bring someone along either for support or to act on your behalf as an advocacy worker.**

**What information is kept about my complaint?**

- **When a complaint is discussed and resolved verbally then only your name, the date and the name of the person you spoke to will be logged.**
- **When a written complaint is logged then the full details of the complaint and the names of the people involved are logged.**

**Who do I complain to?**

**Initially you complain to a member of staff, usually the Director. However if you prefer you can complain to the Complaints Officer. If you are still not satisfied then your complaint will be looked at by a 'Review Panel' who will look again at what has been done to resolve your complaint.**

**Who do I contact at AdvoCard?**

**You can contact a member of staff or the Complaints Officer, whichever you prefer. Contact details for both are on the front of this leaflet. How to complain is on the back of the leaflet.**

**What if I don't want to speak to someone from AdvoCard?**

**It is recommended that you attempt to resolve your complaint using AdvoCard's Complaints Procedure. If you feel your complaint is not resolved having gone through all stages of the procedure then contact:**

**City of Edinburgh Council, Department of Health & Social Care  
on 0131 200 2000**