



## ADVOCACY NORTH EAST

### COMPLAINTS PROCEDURE SERVICE USERS

Please return this form to:

The Advocacy Service Manager  
Unit 2  
Dalfling Business Centre  
Blairdaff  
Inverurie  
Aberdeenshire  
AB51 5LA

Telephone: 01467 651604  
Email: [advocacyne@btconnect.com](mailto:advocacyne@btconnect.com)

It is our aim to make the complaints system quick, simple and accessible.

In the event of any client wishing to raise a complaint with regard to any employee or volunteer of the Company in relation to service provision, the procedure listed below is to be followed.

1. The client is in the first instance invited to discuss any issues with their advocate, if possible. The advocate will try to resolve the problem.
2. If the client is not satisfied with the response and wishes to take their complaint further, the client may refer the matter to the Advocacy Co-ordinator, with assistance provided to the client where required. Complaints can be directed through whatever channel is convenient to the client.

3. If there is still dissatisfaction with the outcome Then the client can use this complaint form to make a formal complaint. If requested we will advise the client of appropriate agencies who will be able to give assistance on completing the form. This form should be returned to the Advocacy Service Manager who will investigate the complaint and aim to give a response within 30 working days of receipt.
  
4. In the event of the matter still being unresolved the client has the right to refer the matter to a committee comprising representatives of the Board of Directors of the Company. The client may attend and be represented at this meeting. The committee, having deliberated on any submissions to the meeting, will make a decision regarding the validity of the complaint and any subsequent actions required. The client will be informed of the committee's decision in writing within 30 working days.

<b>ADVOCACY NORTH EAST CLIENT COMPLAINT FORM</b>	
Name:	
Address:	
Telephone Number:	Email:
Nature of Complaint:	

I consent to my client details being accessed by authorised and relevant personnel during the investigation of my complaint.

Signed:

Date: