

Please detail your complaint below:

(To help us investigate your complaint it is important that you provide as much information as possible and give any names of staff and times if at all possible).

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Where to make or send your complaint.

Service Division Manager
Avenue Care Services
18A Dickson Street
Elgin Industrial Estate
Dunfermline
KY12 7SL

Tel 01383 628477
Mob 07813 711 460

Or alternatively you may wish to complain to the care commission:

Care Commission
Compass House
Riverside Drive
Dundee
DD1 4NY

Tel 01382 207200

You can also alternatively make a complaint to the local authority directly.



Your Right to be Heard...

...our Duty to Listen



There may be certain circumstances which will require your complaint to be handled out with the formal complaints procedure. This will make no difference to the matter being fully addressed.



The complaints procedure for people receiving services from **Avenue Care Services**

Staff of Avenue Care Services try very hard to provide quality services.

There may be occasions where you are unhappy about the provision of the service, or refusal of service, and regrettably sometimes things can even go wrong.

If you have reason to complain, speak to the manager who will try to resolve the matter.

Where this is not possible, or you remain dissatisfied, you have the right to make a formal complaint and have that complaint investigated.

Who can complain?

A complaint is an expression of dissatisfaction for which some redress is sought, made by or on behalf of:

- Anyone receiving a service from Avenue Care Services
- A person or group directly or indirectly Seeking or receiving a service from Avenue Care Services (including carers)
- A person who has been refused a service

How can you make a complaint?

You can make a complaint to the manager by telephone, by letter or by using the form in this leaflet. You can ask a friend, relative or carer to make your complaint for you.

What you have the right to expect:

- If your complaint can be dealt with speedily and informally, this is important to us.
- If it is more complicated and needs further investigation, your complaint will be acknowledged and a manager will investigate.
- The investigating officer will contact you to discuss your complaint further
- Within 28 days you will receive a written response to your complaint or, if this is not possible, you will be advised and a further date agreed.

Complaints Procedure

Name

Address

.....

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..... Postcode

Telephone

If you are making a complaint on behalf of another person, please give details of that person:

Name

Address

.....

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..... Postcode

Telephone

Your relationship with them *(Delete as appropriate)*

Relative / Friend / Professional Advisor

Does this person know you have made this complaint

Yes/No

Date

