



7.1 Comments & Complaints Procedure

The Grampian Autistic Society aims to provide a quality service. We are always trying to improve our services and your opinions are actively sought. We would like to hear any comments or complaints that you may have about any of the services we provide.

If you are pleased with the services we provide, please let us know. Or if you feel you have a suggestion as to how we can improve our services let us know about it. You can write to us at the address below and your comments will be acknowledged.

If you were unhappy with any part of our services we would still appreciate hearing from you. We aim to treat all complaints seriously and will give individual attention to each and every one we receive. Every complaint will be recorded and an official acknowledgement will be sent out. If you make a complaint it will be investigated, and if found to be justified, we aim to do our best to rectify the problem.

How to make a complaint

To help us sort out complaints as quickly as possible you should speak in the first instance to the person you normally deal with at the Society. It may simply be a case of misunderstanding and the problem may be easily rectified. However, if you do not want to speak to that person directly you can speak to the Manager on 01224-277900. Alternatively, you can speak to our Chairperson, who can be contacted, on 07734-495470. You may also write a letter of complaint. Again, this can be addressed initially to the person at the Society you normally deal with, or if desirable you may write to either the Manager, or the Chairperson at:

33-35 Carnie Drive
Ashgrove
Aberdeen
AB25 3AN

You may also complain directly to Aberdeen City Council about any of the services you receive from Grampian Autistic Society (G.A.S.) should you feel this appropriate. You can contact:

Complaints, Rights & Enquiries Team

Social Care and Wellbeing
Aberdeen City Council
Business Hub 8
First Floor North
Marischal College
Broad Street
Aberdeen
AB10 1AB

Tel: 01224 523941

Or email: CRE_complaints@aberdeencity.gov.uk



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How G.A.S. deals with your complaint

Initially a letter of acknowledgement shall be sent to you. If, for any reason you do not receive a written acknowledgement you should again contact the organisation either by telephone, or by writing again. This will then be investigated as to what went wrong in the first instance. You should hear a response within 1 month of the date of your complaint arriving at the centre. After we investigate the complaint we will write to you to tell you what we have found and what we intend to do.

You have the right to ask for your anonymity to be preserved to all except those directly involved in the investigation. If you do this it may restrict the ability to properly investigate the complaint.

If you are still not satisfied

You may request that the matter be referred to the Board of Directors. The Board meet at present on a bimonthly basis, therefore a period of not longer than two months shall give sufficient time to allow the Directors to hear your complaint and to investigate the matter. You shall hear of their conclusions within 31 days of them meeting to consider the case.

Assistance

You may feel that you want to talk to someone else to help with your complaint. People who can help include:

1. Your Social Worker
2. Your Local Councillor – You can find out who this is by contacting:

Marischal College Customer Support Centre
Ground Floor, Marischal College
Broad Street
Aberdeen, AB10 1AB
03000-200292

3. Your Member of Parliament – You can speak to your MP at his/her surgery or write to them at House of Commons, London, SW1A 0AA.
4. Local Advice Centres – Professional staff at these centres offer free and unbiased advice on a wide range of subjects. Examples overleaf:



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Financial Inclusion Team

Marischal College
Broad Street
Aberdeen, AB10 1AB
01224-522709

Citizens Advice Bureau

41 Union Street
Aberdeen, AB11 5BN
01224-569750

The Care Inspectorate

Aberdeen Office
48 Huntly Street
Aberdeen, AB10 1SH
0345-600-9527

Aberdeen Advocacy Service

Aberdeen Business Centre
Willowbank House
Willowbank Road
Aberdeen AB11 6YG
01224-332314

Monitoring

We recognise that it is important for us to respond to what people tell us about our services. We therefore have nominated a senior member of staff to monitor comments and complaints and to ensure that they are properly dealt with. We place value on our ability to correct error and maintain good practice. Therefore, we take action to prevent poor practice and we use your feedback to inform our staff training needs.

You may use the form overleaf to record your complaint or comment before sending it in to us.

Thank you for your time.

Brian Walsh
General Manager



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COMMENTS & COMPLAINTS FORM

PLEASE USE THIS FORM TO REGISTER YOUR COMMENT OR COMPLAINT ABOUT OUR SERVICES.

PLEASE WRITE CLEARLY AND WITH DARK INK AS THIS FORM MAY BE PHOTOCOPIED.

PERSONAL DETAILS (WE NEED THIS INFORMATION SO THAT WE CAN REPLY TO YOU)

FULL NAME	
ADDRESS	
TELEPHONE	

HAVE WE ALREADY HEARD FROM YOU?

IF YOU HAVE ALREADY SPOKE TO SOMEONE ABOUT YOUR COMMENT OR COMPLAINT, PLEASE TELL US WHO THIS PERSON WAS AND WHEN YOU SPOKE TO THEM

NAME OF STAFF MEMBER	
DATE WHEN YOU SPOKE TO THEM	

YOUR COMMENT OR COMPLAINT

PLEASE TELL US IN AS MUCH DETAIL AS IS POSSIBLE ABOUT YOUR COMMENT OR COMPLAINT.
USE EXTRA SHEETS OF PAPER IF NECESSARY

