

**If you have a complaint
we will:**

Listen and try our best to respond to your problem to stop it becoming a bigger problem.

Write it down so that it does not get forgotten.

Deal with your complaint confidentially.

Try to be sensitive to your needs and wishes.

Try to solve the difficulty quickly.

Keep you up-to-date on the action being taken.

**What you can do if you are
unhappy or concerned:**

You can talk to the Service Manager about your concern or complaint.

If you prefer to speak to someone else then you can speak to the Chairperson of the Board.

If you wish to make a formal complaint, this should be put in writing to the Service Manager or Chair of the Board.

**When your complaint is
received:**

We will acknowledge receipt within 5 working days.

A response will be made within 14 working days following investigation.

We will also offer you the opportunity to discuss your complaint.

If you are unhappy:

If you are dissatisfied with the outcome of the complaint, you must tell us within 28 working days of receiving our written response.

It will then be referred to a Hearings Panel. You will be invited to present your complaint personally.

If you wish you can be accompanied by a Representative.

In respect of these proceedings the decision of the Hearings Panel is final.

Contact Details

Kim McNab
Service Manager

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Carers' Centre
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Carers of West
Dunbartonshire
"the place for every carer to turn to"

Complaints Leaflet

*If you have a complaint...
Then let us help you
sort it out.*

West
Dunbartonshire
COUNCIL

NHS
Greater Glasgow
and Clyde

West Dunbartonshire
Community Health & Care Partnership