

When and where did the event(s) you are complaining about take place?

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How would you like the complaint to be resolved?

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Signature \_\_\_\_\_

Date \_\_\_\_\_

Dundee Women's Aid will maintain confidentiality at all times and ensure that no discrimination results from you making a complaint. If you are receiving other services, making a complaint, will not affect them.

Address your complaint to:

**Complaints  
Service Manager  
Dundee Women's Aid  
61 Reform Street  
Dundee DD1 1SP**

*Individual service users have a right to access Dundee City Council's Complaint Procedure and Dundee City Council's Appeal/Review Procedure at any time if they are not satisfied with the outcome of an investigation undertaken via DWA procedures.*

However, if your complaint is about Dundee Women's Aid as a group, you may wish to complain to:

**The Care Commission  
Compass House  
11 Riverside Drive  
Dundee DD1 4NY**

**Dundee Women's Aid  
61 Reform Street  
dwa@dundeewomensaid.co.uk  
www.dundeewomensaid.co.uk**

**01382 226390**



*for women, young people & children*

**YOUR RIGHT  
TO BE HEARD**

**How to Make  
a Complaint**

**Dundee Women's Aid** aims to provide a quality service to all its users and your comments and suggestions are always welcome. However, in certain circumstances you may wish to complain about the service you have received. This leaflet explains how you can complain, who to contact, and how we will respond.

You may complain formally or informally. This **Formal Complaints Procedure** exists for use by any woman who is unhappy with the service received and who feels a situation has not been resolved.

### **NEEDING ASSISTANCE**

You have the right to have someone who can speak on your behalf. If you are a Young Person, the Children's Rights Officer, can be contacted free on 0800 163 538. Please let us know if you have a communication difficulty and we will arrange assistance for you.

## **C**omplaints Procedure

**Informal:** In the first instance, please speak to any member of staff who will treat your complaint seriously. She will investigate and provide a response quickly

**Formal:** If the staff member cannot resolve the difficulty and you wish to proceed, you will be asked to put your complaint in writing using the Complaints Form opposite. An acknowledgment of this will be sent within 5 working days. Within 15 working days of the investigation you will be notified in writing of the decision.

If you are not satisfied with the decision you have the right to have the complaint reconsidered by the Service Manager using the form supplied along with the decision.

### **The Scottish Commission for the Regulation of Care**

If you have difficulty in complaining to Dundee Women's Aid or if your complaint is about Dundee Women's Aid as a group, you may wish to complain to the Care Commission, details of which are overleaf.

## **C**omplaints Form

Please complete as much of this form as you feel able to do.

Your Name

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Contact address & telephone number

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What is your complaint?

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Please continue over