



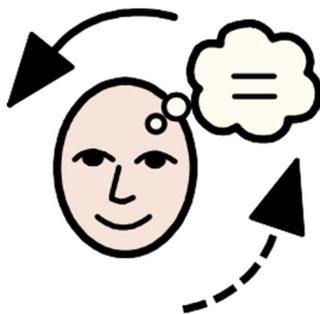
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How to make a complaint or tell us your ideas



We will always listen



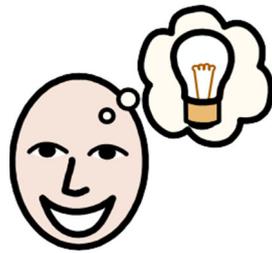
and try and solve your problem

At

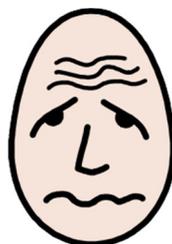
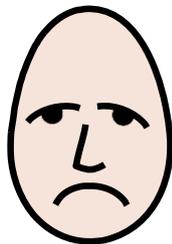


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we want to know



if you have an idea?



Or if something is making you unhappy or worried or upset?

Anyone who uses the services of



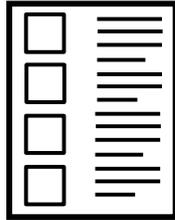
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can make a complaint or share an idea.

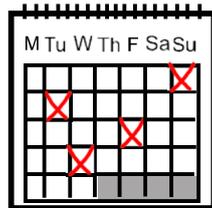
How can you do this?



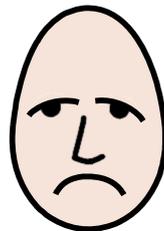
Speak to a member of staff or manager



Fill in a complaint form, someone can help you do this



Somebody should get back to you within two weeks



If this does not happen, or you are still unhappy

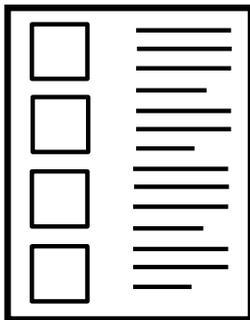


You can call our Director - Colum Pooler, on 0131 228 3712
Or email: columpooler@garvaldedinburgh.org.uk

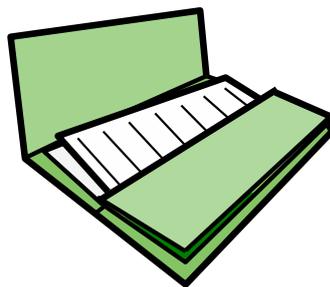


You can also call the Care Inspectorate on 0845 603 0890

or



Fill in a complaint form online at www.careinspectorate.com



If you would like a copy of Garvald's complaints and suggestions policy, please call 0131 516 2770