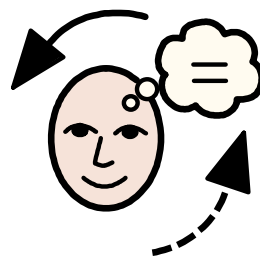


How to make a complaint or tell us your ideas



We will always listen

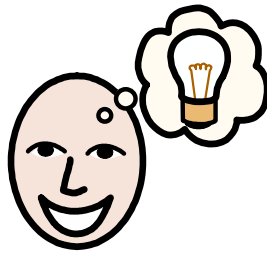


and try and solve your problem

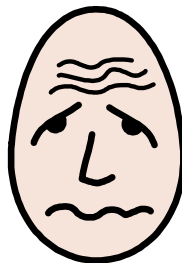
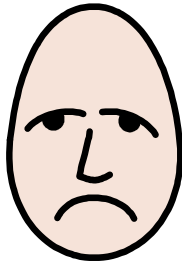
At



we want to know



if you have an idea?



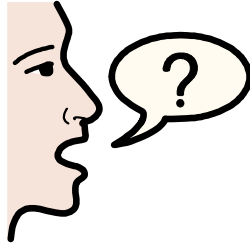
Or if something is making you unhappy or worried or upset?

Anyone who uses the services of

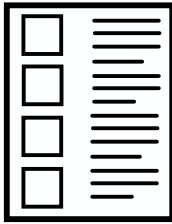


can make a complaint or share an idea

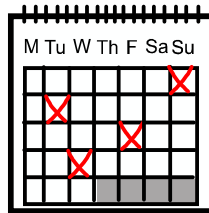
How do you do this?



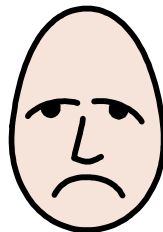
Speak to a member of staff or manager



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

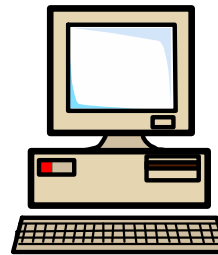
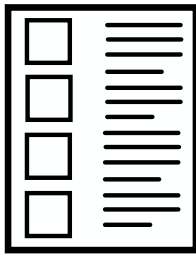


You can call our Director - Mike Casey, on 0131 516 2773
or email: mikecasey@garvaldedinburgh.org.uk



You can also call the Care Inspectorate on 08456030890

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