

## How to make a complaint

**At Garvald Edinburgh we are keen to hear from members, their families and carers as well as professionals involved in their lives, in order to improve the service that we are delivering.**

We recognise that it can be difficult to express dissatisfaction with any aspect of a service. For families and carers for example there can be an anxiety that your son, daughter or relative will be discriminated against, or that the security of their placement will be jeopardised if you make a complaint. At Garvald Edinburgh we are genuinely committed to seeking feedback about the quality of our service and we will do our utmost to follow up all concerns as fairly and as promptly as we can.

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If you wish to make a complaint or make a suggestion about any aspect of the service offered at Garvald Edinburgh you can do so by one of the following routes:

**A Approach the member of staff most directly involved in the situation** and discuss your concerns with them. You may find it useful to meet with them and see if the difficulties can be resolved. Staff will be able to give you a complaints form to complete, if appropriate, or you may prefer to write a letter outlining the issues which cause you concern. Letters or forms should be sent to the Complaints Officer, Garvald Edinburgh, 600 Gorgie Road Edinburgh EH11 3AL.

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Ideally the issue can be resolved at this stage but if this is not possible for any reason then:

**B Contact the Day Service Manager or Supported Living Manager** with responsibility for the support provided at the particular building. If you are unsure who this is please call our main office on 0131 228 3712 and our Administrator will advise you who to contact.

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If the matter still cannot be resolved then:

**C Contact the Director**, Mike Casey, either by telephone on 0131 228 3712 or letter to the address above, to raise any issues of concern which you are not happy to discuss with a member of staff.

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If you are still dissatisfied with how your concerns have been dealt with, you may wish to contact:

**D The Chairman of the Board of Management**, Private and Confidential c/o The Administrator, Garvald Edinburgh, 600 Gorgie Road Edinburgh EH11 3AL

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If you then still think your concerns have not been addressed adequately you could get in contact with:

**The Care Inspectorate**

or

**Health and Social Care Department**

Tel: 0345 600 9527

Tel: 0131 200 2324