

## **MAKING A COMPLAINT TO DUNDEE CITY COUNCIL OR ANGUS COUNCIL**

Your confidentiality will be maintained at all times and ensure that no discrimination results from you making a complaint.

If you are receiving other services, you making a complaint will not affect them. You can make your complaint by talking face to face or on the telephone, to any member of staff.

You can also complain by writing to the office concerned or you can ask someone to make your complaint for you.

**Dundee City Council:** 01382 436000

Floor 2, Dundee House, 50 North Lindsay Street, Dundee, DD1 1NF

**Angus Council:** 03452 777 778

Angus House, Orchardbank Business Park, Forfar, Angus, DD8 1AX

### **Contact Us:**

**Convenor:**  
Alan Baird

**Chief Executive Officer:**  
Lucinda Godfrey

**Address:**  
Dundee Carers Centre  
Seagate House  
132-134 Seagate  
Dundee DD1 2HB

**Telephone:** 01382 200422

**E-mail:**  
[centre@dundeecarerscentre.org.uk](mailto:centre@dundeecarerscentre.org.uk)



## Getting Things Right

Are you happy with our  
service?

Anyone who uses the services of the Dundee Carers Centre has a right to comment on or complain about these services. The Centre strives to provide the best possible service. It is important that we know if we are not meeting your expected standards.

### **HOW TO USE THIS LEAFLET**

This leaflet discusses our Complaints Handling Procedure (CHP) and gives you all of our contact details. All complaints or comments are dealt with quickly and in confidence.

### **WHAT CAN I COMPLAIN ABOUT?**

Any aspect of our service, including how you were treated by our staff or volunteers when you contacted the Centre.

- Did you wait too long once a referral was made?
- Was information given to you inaccurate or out of date?
- Was someone unhelpful, disrespectful or rude?
- Or perhaps something else

### **HOW DO I MAKE A COMPLAINT AND HOW LONG WILL IT TAKE?**

If you are already in touch with a member of staff, talk to them about your concern. They will return any message from you within 5 working days and report your complaint to the Chief Executive Officer (CEO). If the complaint is about that person, or you do not know anyone in the Centre, please contact the CEO by phone, e-mail or letter. They will contact you to arrange to meet within 5 working days and will endeavour to resolve your complaint.

If your complaint requires investigation, the CEO will acknowledge your complaint within 3 working days and provide a full response as soon as possible but within 20 working days, unless there is a clear reason for extending this timetable.

If your complaint is about a member of senior staff including the CEO, your complaint can be directed to the Convenor of our Board of Trustees, who will respond within 3 weeks to arrange a meeting.

Your confidentiality will be maintained at all times and if you are receiving other services from us, they will not be affected by you making a complaint.

All members of the community have the right to equal access to our complaints procedure. Barriers to this may be physical, sensory, communication or language barriers, but can also include anxieties and concerns. Wherever possible we will always take into account our commitment and responsibilities to equality, including identifying what additional needs a person may have and make reasonable adjustments.

The Board of Trustees, CEO, staff and volunteers encourage you to make your comments, positive or negative, to help us improve our services to you.

*This leaflet provides information for people accessing our services on how we handle complaints. If you would like to receive a copy of our full CHP, please contact the Centre.*