

Why have a complaints procedure?

The Alcohol and Drug Service works hard to deliver a good service for all service users. Yet we do acknowledge that whilst the vast majority of people will be satisfied with the service, some people may be dissatisfied.

It is our intention to continually strive to improve our services and all comments good and not so good are helpful to us in this quest.

What do you mean by a "Complaint"?

"An expression of dissatisfaction requiring a response"

This is a broad definition and most expressions of dissatisfaction will hopefully be resolved as they arise. However, if not you have recourse to a formal complaints procedure.

Contact Details:

**The Chief Executive
Central Office
82 Spring Bank
Hull
HU3 1AB**

Tel: 01482 320606

www.ads-helponline.co.uk



Supporting people to make positive change



The Alcohol & Drug Service

Supporting people to make positive change

**The Alcohol & Drug
Service Complaints
Policy & Procedure**

Aim of the Policy

The Alcohol and Drug Service aims to provide an effective and speedy means of resolving complaints, and to view complaints positively as an aid to improving its services

Objectives of the Policy

- Where possible and appropriate resolve the complaint immediately
- Where this is not possible or appropriate, conduct an investigation under the supervision of the Chief Executive
- Acknowledge the complaint within 5 working days and complete the investigation in a timely manner
- Investigate complaints **thoroughly** and **fairly**

How will a complaint affect the service I receive in the future?

It is important to us, at The Alcohol and Drug Service, that you feel you are able to make complaints about the care you are receiving without fear of victimisation.

This is why we never hold any complaints correspondence within your case notes, except in rare situations where there is particular significance for your treatment .

How do I make a complaint?

- **Informal complaints**
Any member of staff will be happy to listen to your complaint and to attempt, where possible and appropriate, to resolve it there and then.
- **Formal complaints**
If you are not satisfied with the response to an informal complaint or, you prefer to make a formal complaint you can request a formal complaints form. This can be done in person, by phone or by letter.

Once you have filled in the form it should be posted to the address on the back of this leaflet.

What happens once I've made a formal complaint?

Once a complaint form has been filled in a formal investigation into the complaint is triggered.

The Alcohol and Drug Service will:

- Acknowledge the complaint within 5 working days of receiving it
- Appoint a manager to lead the investigation within 5 working days from the receipt of the complaint,

The manger identified will:

- Take signed statements from all relevant parties including you, the complainant
- Once all the statements have been Collated, the investigating manager will present a report together with a recommendation to the Chief Executive.
- The Chief Executive will either authorise the recommendation, or ask for it to be reconsidered.
- The decision will be sent in writing to you within 28 working days from the appointment of the manager