

Dochas Carers Centre – Making a Complaint (Commissioned Carer Support Services)

We aim to provide a high-quality, respectful and supportive service.
If something goes wrong, or you are unhappy with any part of the support you receive from us, you have the right to complain.

Who this leaflet is for

This leaflet applies to unpaid adult carers who receive support from Dochas Carers Centre through our commissioned carer support service.

How to make a complaint

You can make a complaint using the contact details below:

- in person
- by telephone
- by email
- in writing

You can complain yourself, or ask someone to complain on your behalf (for example, a family member, friend or advocate).

To support you we have also provided a complaints form, please do make use of this if it helps.

What will happen next

- We will acknowledge your complaint within 3 working days
- We will try to resolve it quickly where possible
- If an investigation is needed, we will keep you informed
- You will be told the outcome and any action taken

Raising a complaint will not affect the support you receive.

If you are not satisfied

If you are unhappy with the outcome, you can ask for your complaint to be reviewed.

You also have the right to complain to:

- Argyll & Bute Council (who commission our carer support service)
- Scottish Public Services Ombudsman (SPSO) if you are still unhappy after the Council's response

Need support to complain?

We can:

- explain this process in a way that suits you
- provide information in different formats
- help you access advocacy support

Please tell us what you need.

Dochas Carers Centre

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