



## FORTH VALLEY ADVOCACY

### COMMENTS \* SUGGESTIONS \* COMPLAINTS

Feedback is important as it gives a valuable opportunity to monitor the standard of our service, learn from what has gone wrong and take action to ensure it does not happen again.

😊 If you have been happy with the service we have provided, please do let us know. We also welcome suggestions for improvements and will take them seriously as a part of developing and improving our services.

☹️ If you have been less than happy with the service we have provided please let us know. We will want to consider how we might have done things differently in the individual case and also how we can improve the quality of our services.

Forth Valley Advocacy is interested in your views about how our services are delivered, how well you think they meet your needs, whether we took the time to understand your request, was our response all it could have been? Were we polite and professional? Were you allocated an advocacy worker quickly or do you feel it took/is taking a long time?

**We need people to tell us when we are doing things well and when we need to do better. Your opinions are important to us, so *please* let us know what you think.**

## **Happy with the service?**

It's always nice to hear what difference Forth Valley Advocacy has made so please let us know. Please contact the manager either verbally or in writing - contact details are on the back page.

## **Have a suggestion for how we can improve things?**

Thank you, we greatly value suggestions for improvement and will not be insulted if you have an idea on how we can do things better.

Please contact the manager either verbally or in writing - contact details are on the back page.

## **Unhappy with the service?**

It is extremely important that you let us know so that we can improve things or there may be something *you* can do that will help *us* do better.

Whatever the complaint, it will be dealt with in a positive and constructive manner.

### **Complaining on behalf of someone else**

We keep strictly to the rules of confidentiality, so if you are complaining on behalf of someone else we have to know you have their permission to do so unless they are incapable (because of illness) of giving this.

Verbal consent is fine but ideally we would like written permission from the person concerned.

**Step 1. Have a complaint or concern?** First of all tell the Manager so it can be dealt with as quickly as possible - hopefully it can be resolved on the spot.

**Step 2. Still not happy?** Please write to the Manager at the address on the back page. *Remember to get written permission if it's on behalf of someone else.*

**Step 3. Not happy with the response of the Manager or is your complaint about the Manager?** Please write to Chairperson of Forth Valley Advocacy at the address on the back page.

For **Steps 1-3** we aim to give a response within 28 working days. If we require a more detailed investigation, a timescale for a full response will be discussed with you.

**Step 4. Not happy with the response of the Chairperson?** Your complaint can be investigated further by a **Complaints Review Committee**. Please make this request in writing within 15 days of receiving the response of the Chairperson, Forth Valley Advocacy.

The **Complaints Review Committee** will be composed of three people, at least one of whom is independent (it is highly likely that this will be a commissioner of the service from your local authority area, if available).

The **Complaints Review Committee** will contact you in the process of investigating your complaint. The Committee will, within 28 working days of receiving your request, report to the Chairperson and the Board of Trustees with a recommendation on disposal of the complaint, and reasons.

If you remain unhappy you are entitled to access the complaints procedure operated by Stirling Council.



**How to contact us with your  
comments \* suggestions \* complaints**

**Write**  
**Forth Valley Advocacy**  
1 The Bungalows  
LARBERT  
FK5 4SZ

**Phone**  
01324 557070

**Text (office mobile)**  
07809 658184

**Fax**  
01324 574316

**Email**  
[info@forthvalleyadvocacy.com](mailto:info@forthvalleyadvocacy.com)

**Thank you**