



GLASGOW  
EAST END COMMUNITY  
CARERS

# MAKING A COMPLAINT

## Our commitment is:

- ♥ We will listen to your complaint
- ♥ We will treat it seriously
- ♥ We will investigate it



Academy House, 1346 Shettleston Road  
Glasgow G32 9AT, Tel: 0141 764 0550  
Registered Charity Number SC022118

# Do you know how to make a complaint about the service you get from **Glasgow East End Community Carers?**

**Step 1** - Resolve informally with the employee concerned.

**Step 2** - If unresolved contact either the Carers Hub Manager or the Homecare Manager by phone or in writing marked Private and Confidential. If your complaint relates to management, please contact the Chief Executive Officer (CEO).

**You should receive confirmation of receipt of your complaint within 5 working days.**

**Step 3** - The Carers Hub Manager / Homecare Manager / CEO will investigate your complaint and follow this up in writing including steps taken to ensure the problem does not recur.

**The Organisation aims to send you its findings in writing within 10 working days and keep you informed of progress.**

If you still remain unhappy you may wish to take this further with the Chairperson of the Board of Directors.

## Contact Details:

### In the First Instance

Phone or write to the appropriate person as per Step 2 above.

### Next Stage

Contact the Chairperson of the Board of Directors.

All correspondence should be addressed to Academy House, 1346 Shettleston Road, Glasgow G32 9AT

If you are still unhappy you have the right to refer the matter to the appropriate outside agencies.

### For complaints regarding our Homecare Department contact:

The Care Inspectorate, Renfrewshire House, Cotton Street, Paisley PA1 1BF. Tel: 0345 600 9527.

Email: [concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot)

Mental Welfare Commission for Scotland, 91 Haymarket Terrace, Edinburgh, EH12 5HD. Tel: 0131 313 8777

Scottish Public Services Ombudsman, Bridgeside House, 99 McDonald Road, Edinburgh EH7 4NS. Tel: 0800 377 7330