

Complaints



You can ask a friend, relative, member of staff or advocate to make a complaint.

Get in touch with the Chief Executive –



by letter The Chief Executive, The Action Group, Norton Park Centre, 57 Albion Road, Edinburgh EH7 5QY



by telephone 0131 475 2315



by e-mail director@actiongroup.org.uk



You will get a reply within 7 days



If needed, the Chief Executive will appoint an Investigating Officer



They will talk to you and interview other people



They will give their report to the Chief Executive



The Chief Executive will write to you within one month [but it may take longer to conclude.]



For children and adults with support needs and learning disabilities and their carers



Action Group services:

Advice
Children and Young People
Housing Support
Real Jobs

in Edinburgh, the Lothians and Falkirk



Contact:

The Action Group
Norton Park Centre
57 Albion Road
Edinburgh EH7 5QY
Tel: 0131 475 2315 (voice or minicom)
Fax: 0131 475 2316
E-mail: advice@actiongroup.org.uk
Web: www.actiongroup.org.uk

A Limited Company with Charitable Status Registered in Scotland No. 105634
Registered Office: 57 Albion Road, Edinburgh EH7 5QY Scottish Charity No. SC 005964

Our Service Promise to You

Our Mission

To value, listen to and involve people with learning disabilities and other support needs and their carers so that our every action is judged to be the best.

Our Vision

That families and individuals we work with and for

- ◆ encounter no barriers to their chosen lifestyle
- ◆ can follow a path of choice, and
- ◆ can enrich their opportunities.

Our Values

This is our promise to everyone who uses our services, (and our basic 'Customer Care' policy). It is based on consultation with our service-users, the national care standards and best practice in service quality. We will measure what we do against these values and we ask you to judge us by them. If we are failing, you can always ask us to put things right. If we get it wrong our Complaints Procedure is open to everyone.

1 Our services are:

- ◆ **Approachable, Accessible** and **Timely**
- ◆ **Always Improving**

2 Our people [staff and volunteers] are:

- ◆ **Competent** (able to do what we promise)
- ◆ **Honest** and **Reliable**
- ◆ **Understanding** of and **Responsive** to, your needs
- ◆ **Polite, Prompt** and **Punctual**

3 Users of our services will always find that we:

- ◆ **Value, Listen** to and **Involve** you
- ◆ Treat you with **Dignity** and **Respect**
- ◆ Respect your **Privacy**
- ◆ Support your **Choice**
- ◆ Consider your **Safety**
- ◆ Support you in **Realising Potential**
- ◆ Value and respond to **Equality** and **Diversity**

4 We want to hear from you, so that we can promptly put things right if they go wrong

5 Our communications are:

- ◆ **Appropriate, Up-to-date** and **Timely**

6 We work well with other services and professionals in your best interest

Do you want to...

Make a comment?

If you choose this option, the person you speak to from The Action Group should listen to and note your comments.

Good comments – thank you for the compliment.

Bad comments – we will try to put things right as quickly as possible.

Please be assured we are listening and your comments are valued.

Raise a concern?

Maybe you have tried passing on comments, nothing has changed and you want the manager to call? You could ask your worker to get the manager to call or you could call them directly yourself. They will listen and try to resolve your concerns as quickly as possible.

Make a formal complaint?

To the Chief Executive of The Action Group – because:

- ◆ we have not provided the service we said
- ◆ we have not met the standards we said we would
- ◆ an employee's behaviour or action has made you unhappy

Maybe you have tried to sort it out and it hasn't changed or maybe it is so serious you think that the Chief Executive should hear about it. We will consider all complaints as a serious matter.

