

To make a complaint please contact either:

Operations Manager

Or

Chair

Advocacy Western Isles
Lamont Lane
Bayhead
Stornoway
Isle of Lewis
HS1 2EB

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office@advocacywi.co.uk

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Comhairle nan Eilean Siar



Complaints Procedure

All calls are confidential.

Scottish Charity No.SC034774

Comments and suggestions welcomed

How to make a complaint

If you wish to make a complaint about the service please write or telephone the Advocacy Western Isles Co-ordinator.

The coordinator will acknowledge your complaint, in writing, within 3 working days

You will receive a formal response to your complaint within 7 working days.

If the response is likely to be delayed you will be given the reason why.

If the complaint is of a serious nature the complainant is asked to put the complaint in writing

You will be advised on what action is taken as a result of the complaint.

If you are not satisfied with the outcome of the complaint:

Write to the Chairperson of the Board of Management. They will advise you of what action is to be taken and the results.

If your complaint relates to the Co-ordinator, you should direct your complaint directly to the Chairperson of the Board of Management. They will deal with it under the same procedure.

If necessary, you will be given the opportunity to present your complaint in person, have someone with you or have someone present your views on your behalf.

If you are not satisfied with the result, a review panel of the Board of Management will be convened and you will be notified, in writing, of the outcome.

Comments & Suggestions

We welcome comments and suggestions from anyone who comes in contact with the service, including users and professionals

We aim to ensure that our service is of the highest quality and we want to know when we do things well

We actively seek feedback from our clients. A satisfaction questionnaire is sent out quarterly to a cross-section of our clients. This information remains anonymous and help us to improve the level of service if necessary.

We recognise that at times we do not always “get it right” and would appreciate any comments and suggestions to improve our service.