



# IT'S YOUR SERVICE

How to make Suggestions and Complaints

**To make sure our service meets your needs, we value your feedback and insights.**



We welcome you to use our suggestions box, speak to a member of staff, or put your ideas in writing for a Team Leader's attention.

If you'd like additional help to make a complaint, a Service User Rep can support you.



## WHO WILL DEAL WITH MY COMPLAINT?

- 1 You can make a complaint to a member of staff whom you feel comfortable with, verbally or in writing. If you need help to write your complaint in a letter, a staff member, service user rep or someone completely independent, such as Citizens Advice Bureau, will be able to help.

You can expect a response to your concerns within 10 working days.

Most problems can easily be sorted at this local level.

## UNHAPPY WITH YOUR COMPLAINT'S RESPONSE?

- 2 If you are unhappy with the outcome you can request for your complaint to be dealt with more formally by your Service Manager.

Your Service Manager will respond in writing within 20 days of receiving your letter.

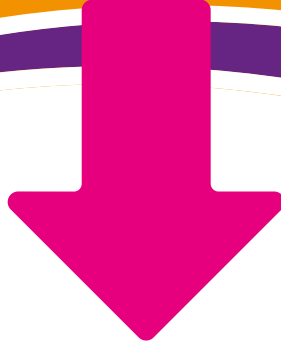
- 3 If you still have concerns you can make an appeal to GDAS Head of service. After your letter has been received, you will receive a reply within 20 working days. An investigating officer will be appointed to look into the complaint.

- 4 If you are not satisfied with the outcome, you can then write to the CEO who will review the complaint.

At each stage you will receive full instruction and guidance on how to pursue the complaint further.

There is a Complaints Policy available if you would like a copy.

Please use this space to make any suggestions to improve the work we do.



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