
Name: _____

Address: _____

_____ Post Code: _____

Telephone Number: _____

Signature: _____

The completed form should be sealed in an envelope marked "CONFIDENTIAL"

and sent to one of the persons or organisations named overleaf.

Core Values

- Crossroads is committed to treating carers, and people with care needs, with respect and sensitivity, recognising the dignity and value of each person for whom a service is provided. Confidentiality will be maintained at all times.
- Carers and people with care needs will be supported in exercising self-determination, making choices and maintaining their independence.
- Carers and people with care needs will be involved and consulted about the support to be provided by Crossroads.
- Crossroads is committed to responding to the diversity of needs presented and developing appropriate quality services. These will be flexible to meet the needs of each carer and each person with care needs.

CROSSROADS
Caring
for Carers
SOUTH AYRSHIRE

COMMENTS

SUGGESTIONS

COMPLAINTS

If you have a cause for concern, or wish to make a complaint about the operation of Crossroads, we would like to hear from you.

You may raise your concern or make your complaint either by completing the tear-off slip, by writing a letter, or by telephoning the person nominated by the scheme.

If the matter is serious, you may be asked to put it in writing, if you have not done so already. If you are not able to do so, the person receiving the complaint will make a record, read it back to you and ask if you agree with it. A copy will be sent to you.

You will also be advised about how you can contact an independent person who could help you in making your complaint.

Your complaint will be acknowledged within 3 working days and a formal response made within 7 working days. This will either provide you with an answer to the complaint or give a reason for the delay.

If you are not satisfied with the outcome of the complaint, please write to the Chairman and say why. The Chairman will then convene a review panel, to which you will be invited to present your complaint in person. If you do not wish to attend the panel, you may send a representative. If you do attend, you may bring someone to help you present your case. The decision of this review panel will be the final stage of the Crossroads complaints procedure.

At any stage of the process, or after it is completed, you may contact other bodies such as:

Head of Social Work

South Ayrshire Council

County Buildings

Wellington Square

Ayr, KA7 1DR

Tel: 0300 123 0900

and/or

Care Inspectorate

Renfrewshire House

Cotton Street

Paisley, PA1 1BF

Tel: 0300 300 0330

National Enquiry Line: 0345 600 9527

The **Nominated Person** is:

Mrs Anne Symington, Manager

Or the **Chairperson**

In each case the **address** is:

Crossroads (South Ayrshire)

Biggart Hospital

Biggart Road

Prestwick

KA9 2HQ

Tel: 01292 671331

Dear Sir / madam

I / We wish to make a comment, suggestion or complaint regarding Crossroads as follows:

(Please continue on separate sheet of paper if required)