



**COMPLAINT**



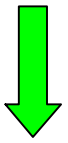
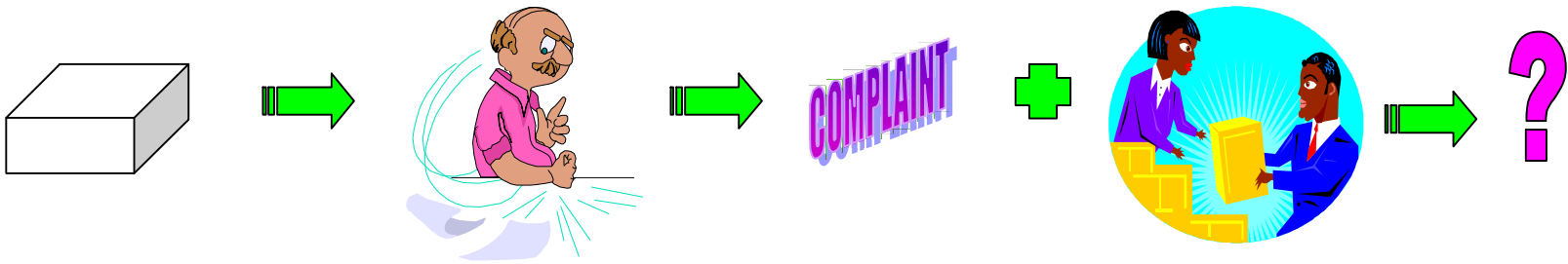
IF YOU ARE UNHAPPY WITH ANYTHING ABOUT PARTNERS FOR INCLUSION THEN YOU HAVE THE RIGHT TO COMPLAIN ABOUT THIS!  
YOU ALSO HAVE THE RIGHT TO BE SUPPORTED TO MAKE YOUR COMPLAINT.

**THIS LEAFLET WILL HELP YOU**

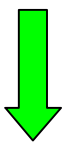
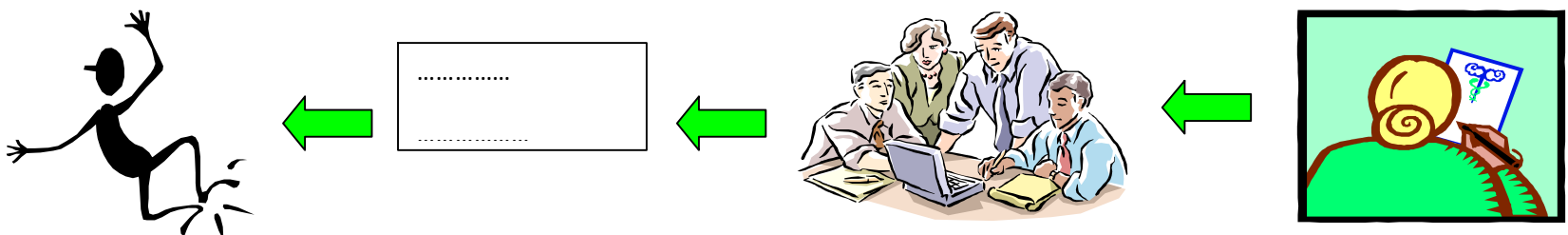
**Partners for Inclusion**  
**West Kirk**  
**84A Portland Street**  
**Kilmarnock**  
**KA3 1AA**

**TEL: 01563 825555, FAX:01563 825556**

# PARTNERS FOR INCLUSION COMPLAINTS PROCEDURE



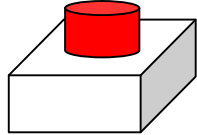
<p>UNHAPPY WITH PARTNERS FOR INCLUSION? YOU HAVE THE RIGHT TO COMPLAIN! YOU CAN DO THIS BY EITHER: <b>ARRANGING TO MEET WITH US</b> OR <b>WRITING A LETTER</b></p>	<p>IF WRITING A LETTER OF COMPLAINT YOU MAY NEED THE HELP OF SOMEONE YOU KNOW TO DO THIS...</p>	<p>YOU CAN SEND YOUR LETTER TO <b>A. PARTNERS FOR INCLUSION</b> OR <b>B. ONE OF THE ADDRESSES LISTED</b> ON PAGE FOUR</p>
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<p>HOPEFULLY YOU WILL BE HAPPY WITH THIS OUTCOME .... IF YOU ARE STILL NOT HAPPY THEN GO TO <b>STEP TWO</b></p>	<p>YOU WILL THEN RECEIVE A RESPONSE TO YOUR COMPLAINT THIS SHOULD BE <b>WITHIN 14 DAYS</b></p>	<p>SOME PEOPLE MAY HAVE TO GET TOGETHER TO LOOK AT YOUR COMPLAINT.</p>	<p>SEND YOUR LETTER TO: <b>DOREEN KELLY,</b> <b>DIRECTOR,</b> <b>PARTNERS FOR INCLUSION</b>  (see page 1) ← THE DIRECTOR WILL SEND ACKNOWLEDGEMENT WITHIN 5 DAYS</p>
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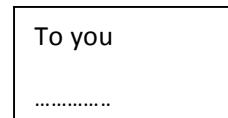
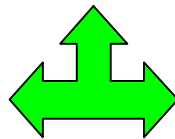
# PARTNERS FOR INCLUSION COMPLAINTS PROCEDURE

## STEP TWO



STEP TWO	→	<p>IF YOU ARE STILL UNHAPPY THE RESPONSE FROM DOREEN...</p>	<p>YOU SHOULD THEN SEND A COPY WITH OF YOUR COMPLAINT ALONG WITH THE RESPONSE YOU RECEIVED FROM DOREEN TO ...</p>	→	<p><b>Lucia Webster (Chairperson)</b> C/O Partners for Inclusion (see Page 1) <b>THE CHAIRWOMAN WILL SEND AN ACKNOWLEDGEMENT WITHIN 5 DAYS</b></p>
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THE END



<p>IF YOU ARE STILL UNHAPPY THEN YOU SHOULD CONTACT YOUR LOCAL SOCIAL WORK DEPT. or CARE COMMISSION</p>	<p>HAPPY ☺</p>	<p>THE OUTCOME WILL DETERMINE WHETHER YOU ARE HAPPY OR NOT</p>	<p>A RESPONSE FROM THE BOARD WILL BE SENT TO YOU WITHIN 28 DAYS OF YOU SENDING YOUR COMPLAINT</p>	<p>LUCIA WILL THEN GET TOGETHER WITH BOARD MEMBERS TO LOOK AT YOUR COMPLAINT</p>
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If you live in East Renfrewshire you can direct your complaints to the following local address:

Julie Murray  
Social Work Headquarters  
Director of Community Health & Care Partnership  
Eastwood Park  
Roukenglen Road  
Giffnock, Glasgow  
G46 6UG  
Telephone: 0141 577 3839

Care Commission  
4th Floor  
No. 1 Smithhills Street  
Paisley  
PA1 1EB  
Telephone: 0141 843 4230

If you live in Renfrewshire you can direct your complaints to the following local address:

Peter MacLeod  
Director of Social Work  
Social Work Department  
4th Floor, North Building  
Cotton Street  
Paisley  
PA1 1TZ  
Telephone: 0141 842 5164

Care Commission  
4th Floor  
No. 1 Smithhills Street  
Paisley, PA1 1EB  
Telephone: 0141 843 4230

If you live in East Ayrshire you can direct your complaints to the following address:

Jackie Donnelly  
Executive Head of Social Work  
Civic Centre  
John Dickie Street  
Kilmarnock  
KA2 1BY  
Telephone: 01563 576000

Care Commission  
Suite 3  
Sovereign House  
Academy Road  
Irvine  
KA12 8RL  
Telephone: 01294 323920

If you live in North Ayrshire you can direct your complaints to the following address:

Julie Davis  
Complaints & Compliance Officer  
Social Work Department  
Elliot House  
Kilwinning Road, Irvine  
KA12 8TB  
Telephone: 01294 317700

Care Commission  
Suite 3  
Sovereign House  
Academy Road  
Irvine, KA12 8RL  
Telephone: 01294 323920

If you live in South Ayrshire you can direct your complaints to the following address:

William Steel  
Complaints & Compliance Officer  
Social Work Department  
Holmston House  
3 Holmston Road  
Ayr, KA7 3BA  
Telephone: 01292 612059

Care Commission  
Suite 3  
Sovereign House  
Academy Road  
Irvine  
KA12 8RL

Telephone: 01294 323920

Alternatively you may wish to direct your complaint to the Mental Welfare Commission for Scotland

Mental Welfare Commission for Scotland  
K Floor  
Argyle House  
3 Lady Lawson Street  
Edinburgh, EH3 9SH  
Telephone: 0131 222 6111