

Making a complaint to AdvoCard

To find out more contact us
on Freephone 0808 196 3525 or
advocacysupport@advocard.org.uk



Your Voice, Your Rights
Our Support

At AdvoCard we want everyone who uses our services to find contact with us a positive experience.

We aim to

- **Make sure you understand what we can and can't do**
- **Agree with you what we will do with and for you**
- **Treat you with respect and represent your views with honesty**

Anyone who uses our services can provide feedback to us about any aspect of their contact with us through our website. Your feedback helps us improve.

If at any time you feel that we have not done a good job, you can make a complaint to us. You can request a copy of our full complaint policy by phoning us on 0808 196 3525 or emailing us at advocacysupport@advocard.org.uk

How to complain

You can make a complaint about any aspect of your service from AdvoCard by

- Telling a staff member or volunteer that you wish to make a complaint. They will take details of the complaint and pass it on.
- Emailing us at advocacysupport@advocard.org.uk and telling us what your complaint is about.
- Telephoning us on 0808 196 3525 and explaining that you wish to make a complaint. The person who answers the phone or receives your message will pass it on to the right person to deal with it.

You can write to us at
AdvoCard
c/o Andrew Duncan Clinic
Royal Edinburgh Hospital
Morningside Place
Edinburgh
EH10 5HF

You can also make a complaint about AdvoCard to the City of Edinburgh Council. The Social Work Advice and Complaints Service can be reached by telephone on 0131 553 8395 or by email at socialwork.complaints@edinburgh.gov.uk.

What happens next

We will always get back to you to talk to you about your complaint, and what we may do about it. We aim to do this within two working days. If we investigate it further we will write to you and tell you the outcome.

All complaints and compliments made about AdvoCard are recorded and examined regularly to see what we can learn from them. We want to know what we have done well or badly so we can make sure we improve how we work. For this reason complaints are as welcome as compliments and any of the staff and volunteers at AdvoCard will help you give us your honest feedback.

To request this information in another language or large print please contact us on Freephone 0808 1963525



www.advocard.org.uk

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