



Carers of West
Dunbartonshire
"the place for every carer to turn to"

Complaints Procedure

Your views are important to us here at Carers of West Dunbartonshire, and we value your feedback to help us deliver high quality services to carers.

If you have a complaint:

- We will listen and try our best to respond to the problem to stop it becoming bigger.
- We will make note of your complaint with as much detail as you wish to give, allowing us to investigate the complaint thoroughly.
- We will protect your confidentiality throughout the complaint process.
- We will try to be sensitive to your needs and wishes.
- We will try to solve the problem as quickly as possible.
- We will keep you updated on the progress of your complaint.

What happens next:

Once we have received your complaint, we will acknowledge receipt within 5 working days.

A response will be provided within 14 working days following investigation.

If you are unhappy with the outcome of your complaint, you must let us know in writing within 14 days of receiving our written response.

Your complaint will then be referred to a Hearings Panel. You will be invited to present your complaint personally.

You can be accompanied by a representative if you wish.

In respect of these proceedings, the decision of the Hearings Panel is final

Get in touch:

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Call: 0141 941 1550

Visit: www.carerswd.org

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