Dochas Carers Centre
Supporting Unpaid Carers

COMPLAINTS FORM

Dochas Carers Centre strives to provide a high-quality, respectful and supportive service to everyone who uses or comes into contact with our organisation.

We welcome feedback and complaints as an opportunity to improve our services.

Raising a complaint will not affect the support or service you receive.

You do not have to use this form to make a complaint. You can also contact us in person, by phone, email or in writing

1. Your Details

Name:_____

Address:_____

Contact Telephone Number:_____

Email Address:_____

Preferred method of contact: ☐ Phone ☐ Email ☐ Letter

If you would like us to respond to a different address, please provide details:

_____

_____

2. About Your Complaint

Please tick the option that best describes you:

☐ Unpaid Carer / Service User
☐ Family Member / Representative
☐ Volunteer
☐ Member of the Public
☐ Other (please specify): _____

If you are making this complaint on behalf of someone else, please complete below:
Name of person: _____

Do you have their consent to complain on their behalf? ☐ Yes ☐ No

3. Details of Your Complaint

Please tell us as much as possible about your complaint, including dates, times, locations and names of anyone involved.
(Please continue on a separate sheet if needed.)

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_____

_____

_____

4 Action Already Taken (if any)

Have you already raised this issue with us? ☐ Yes ☐ No
If yes, please provide details and the outcome:

_____

_____

_____

5. Additional Comments

_____

_____

6. Support with Your Complaint

If you need help completing this form or require it in another format, please let us know. We can:

- explain the process in a way that suits you
- provide information in different formats
- help you access advocacy support

7. **What Happens Next**

- We will acknowledge your complaint within 3 working days
- We will try to resolve it as quickly as possible
- If an investigation is required, we will keep you informed
- You will be told the outcome and any action taken

Signature:_____ **Date:** _____

Please submit your Complaint Form to:
The Manager, Dochas Carers Centre, 50 Campbell Street, Lochgilphead, PA31 8JU
Telephone: 01546 600 022
Email: enquiries@dochas.scot

All complaints will be handled sensitively and in confidence. Information will only be shared where necessary to investigate and respond to your complaint.