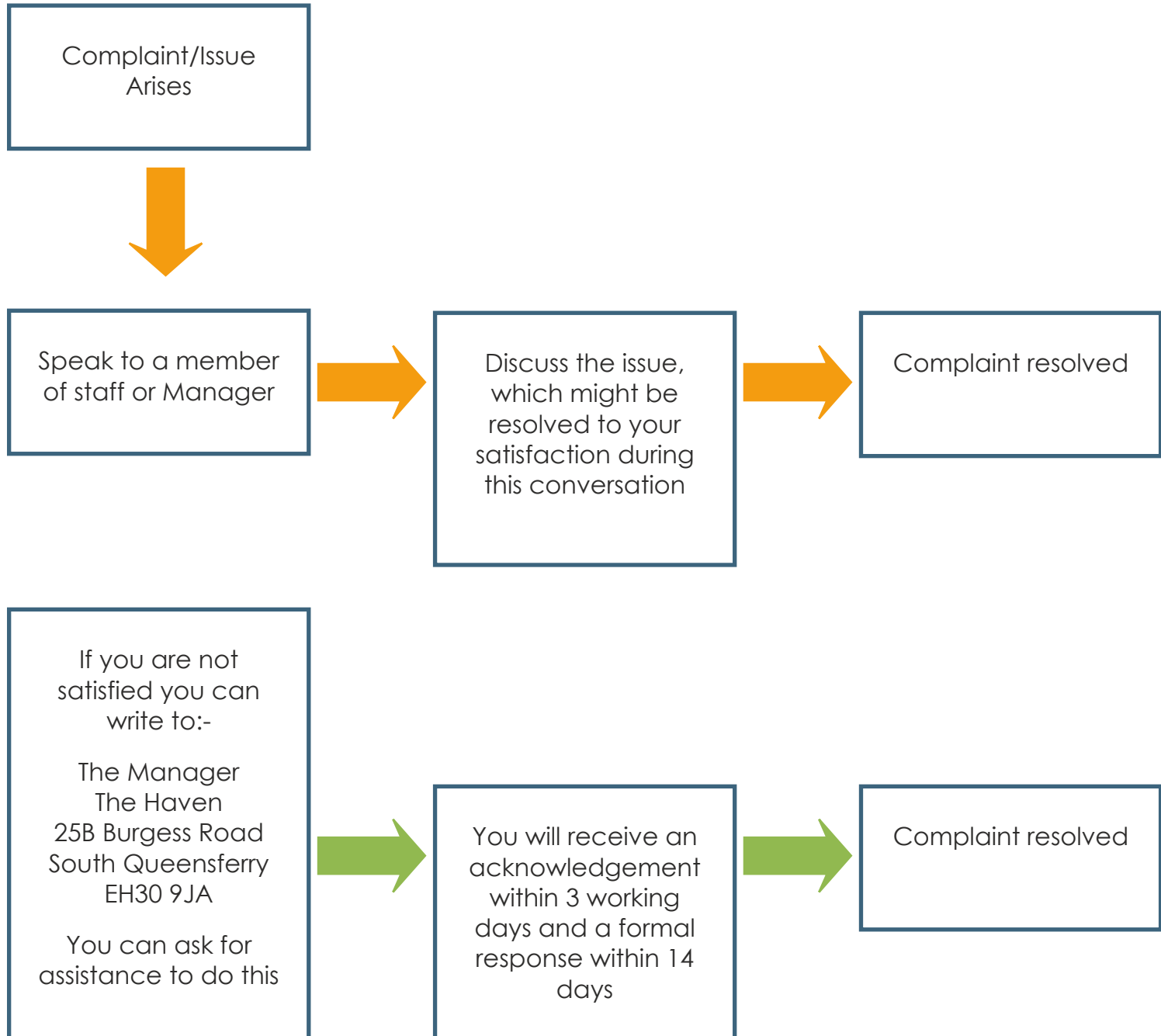


Complaints Process



Queensferry Care

Connecting people with their Community



If you are not satisfied the manager will forward your written complaint to:-

The Company Secretary
Board of Directors
QCCC
The Haven
25B Burgess Road
South Queensferry
EH30 9JA



The Board will acknowledge your complaint within 3 working days. They will make enquiries and respond to you formally within 28 days



Complaint resolved

If you are not satisfied the Board must refer your complaint to the:-

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Tel 0345 600 9527

Alternatively **you** can make your complaint directly to the Care Inspectorate by email concerns@careinspectorate.gov.scot or completing their complaints form online visit www.careinspectorate.com

You can also contact:-

City of Edinburgh Council
Social Care Services Advice and Complaints
Level 1:7
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG

Tel 0131 553 8395

Email socialwork.complaints@edinburgh.gov.uk

Raising complaints and/or issues is important to make sure we can deliver the best quality of care and support to you and your family.

For more information or if you have any suggestions regarding this document please speak to a staff member or Manager.

Registered Office: The Haven, 25B Burgess Road, South Queensferry, EH30 9JA

Tel: 0131 331 5570 Fax: 0131 331 1173 Web: www.qccc.org.uk Email: mail@qccc.org.uk

COMPANY LIMITED BY GUARANTEE REGISTERED IN SCOTLAND COMPANY No. SC210822 SCOTTISH CHARITY No. SC021833

SOUTH QUEENSFERRY | RATHO | RATHO STATION | DALMENY | NEWBRIDGE | KIRKLISTON