**FURTHER INFORMATION & SUPPORT**

Further information can be found about our service on the Drugs, Alcohol and Psychotherapies Limited (DAPL) website.



 **Drugs, Alcohol and Psychotherapies Limited**

 **1-2 Parkdale Avenue**

 **Leven**

 **Fife**

 **KY8 5AQ**

 **Tel: 01333 422277**

 **Email: enquiries@dapl.net**

 **Website: www.dapl.net**

Making a Comment or Complaint

DAPL is a registered Scottish charity.

Charity Number: SCO23317

This booklet is available in electronic format:

 [www.dapl.net](http://www.dapl.net)

We are committed to providing our clients with a high quality accessible service. We welcome any comments you may have on the service you received. Please tell the people you have been dealing with or complete the comment form on the website (available in the downloads section).

**Do you have a complaint?**

If you are unhappy with the quality of service or the manner in which the service was provided please tell us about it. You can do this informally at the point of service, or if you prefer, formally using the following process.

You can make a complaint in person, by letter, email or phone. It is important when contacting us that you provide as much information as possible. This will help us to deal with your complaint quickly and efficiently.

As far as possible, all complaints will be treated in confidence. The only exception to this will be where there is a statutory requirement placed on DAPL to notify specific agencies with regard to certain types of complaints.

The name of the person(s) making a complaint will not be divulged any more than is absolutely necessary within DAPL. It should, however, be recognised that if a complaint involves another service user, or member of staff, it may be very difficult for us to look into the matter without talking to that service user or staff member. Where we believe it is necessary to share or release information to others out with DAPL, e.g. external agencies, we will first seek permission before doing so. Nevertheless, if asked to maintain confidentiality, we will try to respect the complainant’s wishes; this may, however, impact on our ability to reach a satisfactory conclusion to the complaint.

We will not normally deal with anonymous complaints, other than in a very general way, given the difficulty of our carrying out a full investigation. We will, however, retain such complaints on file as they may provide an early warning of a service delivery failure.

**HOW TO MAKE A COMPLAINT**

**Stage 1**

Complaints about service delivery should be submitted to the manager of DAPL. If the complaint is about the management of the organisation, the complaint should be addressed to the chairperson of the board of directors.

Complaints can be made in person, by telephone, by letter or via the internet. Complaint forms are available in the downloads section of the DAPL website and can also be found in our reception areas.

**Stage 2**

Once we receive your complaint we will acknowledge receipt within three working days. We aim to provide you with a full reply as quickly as possible and within 15 days.

If DAPL is at fault, where possible, redress should be offered, including an explanation of what went wrong, what steps will be taken to prevent a recurrence and what redress is proposed. These details will be outlined as part of our response to individual complaints.

**SUGGESTIONS & FEEDBACK**

Complaints tell us something about our service performance; however, we also welcome suggestions. Client feedback forms are situated in our reception areas and allow service users to make suggestions and give feedback about the service. A form can also be found on the downloads section of our website.