

STATEMENT TO RELATIVES/CARERS/ADVOCATES

- 1) Complaints and concerns are viewed as an opportunity to improve the service. You are entitled to have complaints and concerns investigated thoroughly and promptly, with the interests of service users being the paramount consideration, and without prejudice to the outcome.
- 2) You should bring to the attention of the Service Manager or any other suitable person any concern or complaint or anything which is contrary to the Statement of Rights and Entitlements of the Individuals served by the NAS establishments.
- 3) Although staff vigilance will be maintained, it is recognised that many concerns or complaints may not surface through "formal" procedures. It is therefore particularly important that you voice any concern that you may have.
- 4) It is hoped that concerns or complaints can be dealt with at the level at which the problem has arisen and that sensible and open communication will overcome difficulties. However, it is recognised that this may not always be possible and you are entitled to pursue the matter either within the NAS to the Director - Services level or independently via the Inspection and Registration Department of the local authority, the social work agency involved with the service user, any independent advocate, any member of the service Support Committee of the service or, where appropriate, the police.

ADDRESSES

Important contacts with addresses and telephone numbers are given in Appendix 1.