



the best of care



A guide to paying a compliment, making a comment or complaint about a VSA service

www.vsa.org.uk

Registered in Scotland as Aberdeen Association of Social Service operating as VSA
Company Registration Number 18487; Registered Scottish Charity Number SC 012950
Head Office: 38 Castle Street, Aberdeen AB11 5YU

Our Services

As one of the leading voluntary organisations in the North East of Scotland, VSA is committed to providing the best of care to service users. We are always looking to develop and improve our services and would welcome any suggestions you may have to assist us.

Our aim is to provide quality services but occasionally we may not get it quite right. If this is the case, we would like to hear from you.

It is nice to know if you are satisfied with a service you receive from VSA so please tell us about your good experiences too.

It's always nice to get compliments, but we actually welcome comments and complaints too! It gives us a chance to correct our mistakes and improve our services.

Why Might I Want to Contact VSA?

- You may have a suggestion about how a service could be changed to better meet your needs.
- Perhaps a service that you requested has not been made available.
- Maybe you have not been satisfied with the service offered.
- You have been very pleased with the service you have received.

**Whatever your experience of our services,
we would like to know.**

What should I do if I want to raise a comment or complaint?

We prefer that matters are raised as soon as possible after the event and with the manager responsible for the service.

Talking things through at an early stage means that concerns can be sorted out quickly and any distress that may arise can be minimised.

If you feel you cannot speak to the manager, the best way to contact us is in writing. To help you we have attached a form which you may wish to complete. You could, if you prefer, write the points you wish to make in a letter or you could send an email.

Who should I send my comments to?

We would encourage you to send your comments to the manager of the service. However, you may prefer to contact the Deputy Chief Executive. If so, you should address any correspondence to:

Deputy Chief Executive
VSA
38 Castle Street
Aberdeen
AB11 5YU

If you are making a comment or complaint, the Deputy Chief Executive will normally refer the matter to the person in charge of the service for initial investigation.

We would really appreciate it if you took the time to tell us about your good experiences of our services. The Deputy Chief Executive would be pleased to receive your compliments.

Do I have to give my name if I make a comment or complaint?

You don't have to include any personal details on correspondence but we would encourage you to do so as it may not be possible for us to investigate any problems that you have raised unless we can contact you to discuss your concerns.

Please fill our attached form and send it to
VSA using freepost address:

VSA
Freepost AB493
38 Castle Street
Aberdeen
AB11 5YU

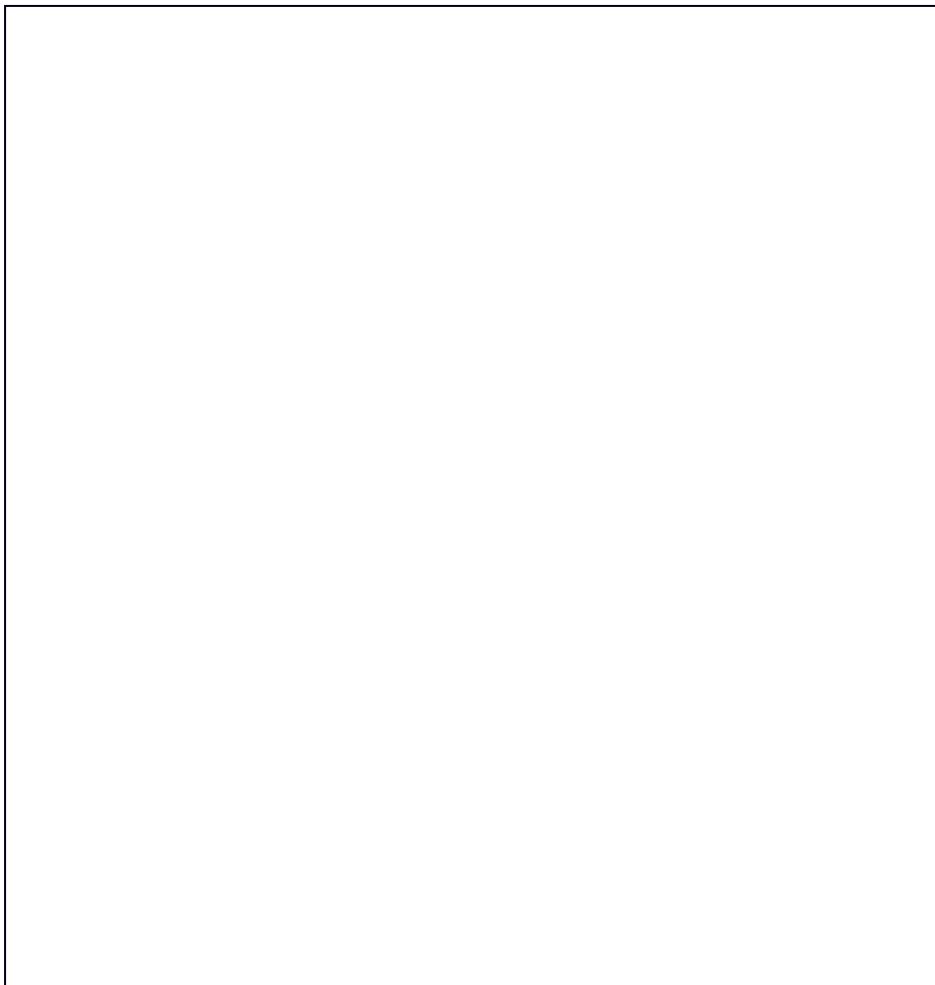
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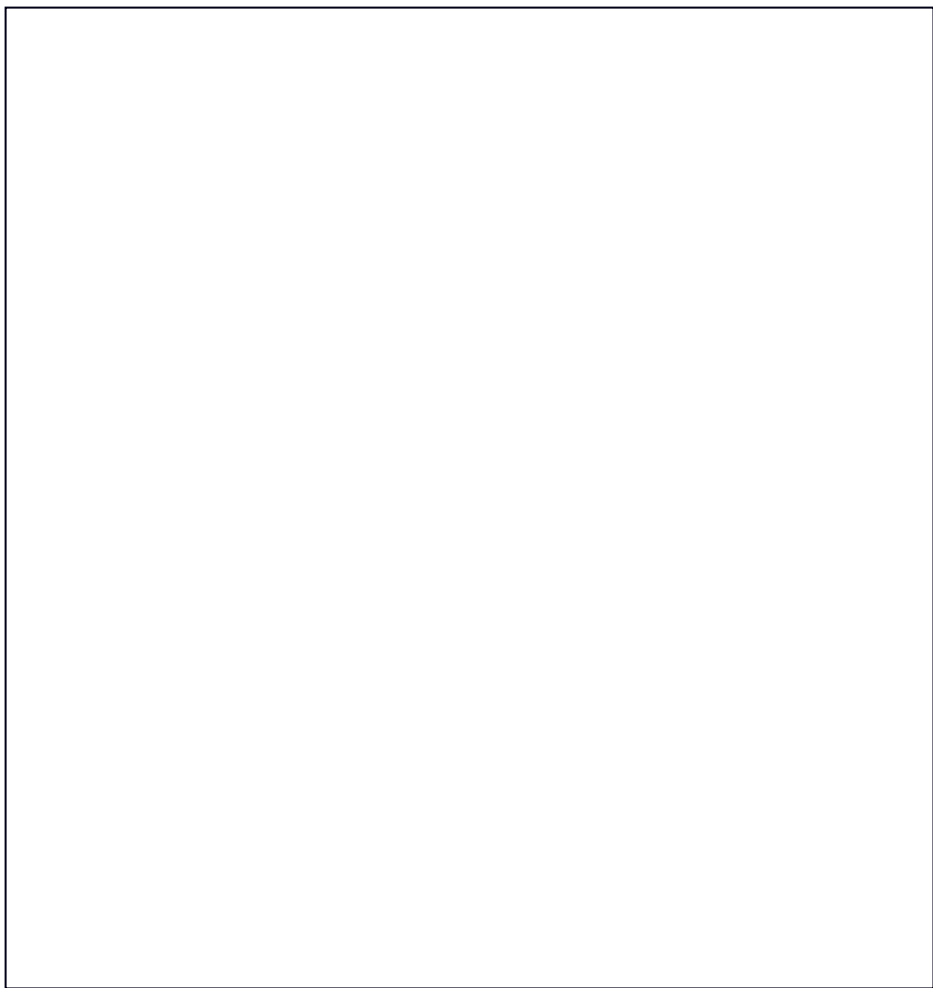
Name of the service:

I wish to:

- Offer a suggestion for improving a service
- Offer our appreciation for a service
- Register a complaint about service

Please tell us about your suggestion, complaint or appreciation of the service:





It won't just happen...
help us make it happen.

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