

Lighthouse

How to make a Complaint, or Comment about Your Service

**Lighthouse Services are based at:
48 Govan Road, Glasgow G51 1JL
Telephone: 0141 419 1704**

And

**Orchard Brae House, 30 Queensferry Road
Edinburgh EH4 2HG
Telephone: 0131 2265458**

Epilepsy Scotland is a company limited by guarantee. Registered in Scotland No. 163987
Registered office: 48 Govan Road, Glasgow G51 1JL
Recognised as a Scottish Charity No. SC000067

Epilepsy Scotland Lighthouse Services

How to make a Complaint or Comment

We want to hear from you if you are unhappy about any aspect of the service.

We would also like to hear if you have any comments or suggestions about how to improve the service. You can do that formally in the same way that you can make a complaint.

Making your complaint or comment

1. You can write down what you want to complain about.
2. You could tell someone (e.g. a support worker, a friend, your partner, an independent advocate) who could help you to write it down or even to record what you have to say on to a cassette.
3. Give your complaint to any member of the Lighthouse Service or send it to the Services Manager at the address on the front of this leaflet.
4. Alternatively, you can make your complaint by telephone.
5. We will respond to your complaint within ten working days (two weeks). The response may be in the form of a letter, a telephone call or to arrange a meeting with you.

Independent advocacy services are available. An advocate can help you to make a complaint if you wish. If you would like an advocate, your support worker can help you to make contact with an advocacy service. You might prefer to make this contact on your own or with the help of someone outside of the service. For information on advocacy services available to you, contact:

The Scottish Independent Advocacy Alliance,
138 Slaterford Road,
Edinburgh EH14 1LR
Tel: 0131 455 8183
Fax: 0131 455 8184
Email: enquiry@siaa.org.uk
Web: www.siaa.org.uk

What if I am not satisfied with the response to my complaint?

Your complaint will be passed to the Chief Executive of Epilepsy Scotland who is based at our head office; Epilepsy Scotland, 48 Govan Road, Glasgow G51 1JL

The final means of resolving a complaint inside the organisation is to take it to the Board of Epilepsy Scotland. The Board consists of elected members who are not paid for what they do. The members of the Board are the people ultimately responsible for running Epilepsy Scotland. A complaint would only go to the Board once all the other avenues had been exhausted

Is this the only way I can complain?

You can take your complaint to someone independent of Epilepsy Scotland at any stage. If you wish to make a complaint about the service you can contact either:

Glasgow Social Work Services,
Community Care Section,
Centenary House,
100 Morrison Street,
Glasgow G5 8LN

Tel: 0141 420 5500

SCSWIS,
Central West Region,
1 Smithhills Street,
Paisley PA1 1EB

Tel: 0141 843 4230

The Lighthouse Outreach Service also adheres to COSCA's Statement of Ethics and Code of Practice in relation to counselling skills. A copy of this statement and code is available to all employees, service users and carers. Where it is felt that there has been a possible breach in the COSCA Statement of Ethics and Code of Practice by an employee of the Community Support Service a complaint can be made directly to COSCA at:

COSCA
16 Melville Terrace
Stirling
FK8 2NE

Tel: 01786 475140