

Need to make a complaint?

We value complaints and use them to improve our services. This poster explains how to complain and how to get in touch.



A Guide to Making a Complaint

- **A complaint is any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.**

1 How to complain

You can complain in person at our office, by phone, in writing, by email or by using our complaints form.

Please tell us your full name and address, what has gone wrong, as much detail as possible, and how you would like us to resolve the matter.

Usually within 6 months of the issue and no longer than 12 months after the event itself.

2 What happens next?

Stage 1
Frontline resolution



Stage 2
Investigation

We aim to give you a stage 1 decision within 5 working days.

If your complaint needs a detailed investigation, we will acknowledge it within 3 working days and give you a full response within 20 working days unless we agree a revised timescale with you.

3 Get in touch

You can contact us using any of the details below:

● **Visit: 355 Tormusk Road, Castlemilk, Glasgow G45 0HF**

● **Phone: 0141 634 8016**

● **Email: info@ardenglen.org.uk**

In person, by phone, in writing, by email or by complaints form

We can provide this information in other languages and formats, including large print, audio and Braille.

Questions? Speak to a member of the team or contact us using the details above.

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