
Feedback & Complaints

It is important to us that we provide you with a good service. Your feedback is important and part of the service includes a feedback process about your experience of working with us.

Your comments and views helps us to ensure that the quality of service is high and standards are maintained.

Should you be dissatisfied with the service you receive and wish to make a formal complaint the procedures are set out below.

The Procedures you can Follow:

Firstly do talk directly to the staff about any matter that is troubling you. This will help to distinguish between problems which can be cleared up on the spot and more serious concerns. It is hoped that once you and the staff have discussed the problem you will be satisfied. Any discussions you may have at this time does not necessarily mean you have made a complaint.

If you feel you wish to take the matter further a complaint form can be obtained on the Drug Concern website www.drugconcern.org or from the Drug Concern office waiting area, if requested we will post one to you.

Important points

Prescribed medication and some over the counter remedies may contain some of the drugs you are being tested for. As a matter of course we will let your GP know if you are being tested for substances other than alcohol, this will prevent any unnecessary distress from positive tests.

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Criminal Justice Substance Service



Why have I been referred?

If you have been given this leaflet it is because your Probation Officer believes you will benefit from working with Drug Concern to make changes to your drug or alcohol use.

You will have been given this either at the stage of your parole application in Prison or in preparation for a probation court report. Whichever stage you are accessing the service your Probation officer considers you to be ready to make changes to your drug or alcohol use.

The Criminal Justice Substance Service (CJSS) is a support service delivered by a Drug Concern worker working with you and your probation officer.

After referral to the service a Drug Concern worker will contact you to discuss your situation and what your support needs are to help you make the changes you need.

What to expect

If you are accepted onto the service you will have weekly peer support meetings and will also have a key worker. During the referral process you will have a meeting with a Drug Concern worker and they will explain how peer support works and answer any questions you might have about the service. Although this may sound a bit daunting at first, peer support can be a great way of giving and receiving support and feedback from others trying to make changes. We know change can be difficult when you are trying to do it alone.



As well as support, peer work will involve learning skills to help you with **motivation; manage triggers, urges, cravings; managing thoughts, feelings and behaviours** which have in the past contributed to your drug or alcohol use. The aim of the service is to reduce the impact drug or alcohol use has on your life.

Your key worker will facilitate the peer support work and will meet you as part of one-to-one sessions to review how you feel you are doing.

Peer meetings will be once weekly, and you will receive appointments a month in advance to help you plan your time.

Drug & Alcohol Testing

As part of the service you will receive drug/alcohol tests to demonstrate compliance with your Probation Order. Drug testing uses oral swab tests, and a number of different substances can be tested for. Alcohol testing is done using a breathalyser. The type of test, frequency of testing and contact will depend on the agreement between your Probation Officer and Drug Concern worker. Your CJSS contract will outline the requirements of your contact with this service as it will be compulsory and part of post custodial supervision or community supervision as directed by the court. You will also be advised on what will happen if you do not comply with drug or alcohol testing. The purpose of testing is to help you to remain drug/alcohol free and to demonstrate you are working towards change. People who have engaged in the service previously have said a testing order has helped to them to make the changes they knew they needed to make.

Confidentiality

So we can provide the best treatment options for you we need to talk with any other services you may be involved with. This is usually your GP/CDAT worker/ Addictions worker etc. To enable us to do this we will ask you to sign a consent form for named organisations/people who can contribute to providing information for your treatment.

If you have had previous contact with Drug Concern, the details of this will not be shared without your consent.

As with normal practice, any disclosure of information relating to harm to either yourself or another individual will be passed on with your knowledge to the probation officer.