
PROFESSIONAL COMPETENCE

Drug Concern is a member of the Federation of Drug and Alcohol Practitioners (FDAP) the professional body for the substance use field.

Drug Concern staff comply with the FDAP professional standards and work to the FDAP code of practice.

Staff are committed to ongoing professional development as evidence of maintaining professional standards and competence to practice.

For more information visit: www.fdap.org.uk

Drug Concern Complaints Process



INTRODUCTION

The objective of Drug Concern is to provide a comprehensive support service to those affected by drug or alcohol use, (either directly or indirectly).

The comments and views of all service users are important in helping to ensure that the quality and standard of the service we provide remains high.

Should you be dissatisfied with any aspect of the service you receive please do let us know.

What to do if you have a complaint

Firstly please do talk directly to a staff member about any aspect of the service that is troubling you; this will help us to determine which issues can be addressed on the spot from more serious concerns.

We hope that once you have had an opportunity to discuss the issue with a member of staff the issue can be resolved quickly and to your satisfaction. Any discussions you may have at this stage do not necessarily mean you have made a complaint.

If you feel the need to take the matter further, you should write to ;

The Business Manager of Drug Concern,
Drug Concern, St Julian's house,
Vauxlauren's
St Peter Port, Guernsey,
GY11GP

Please mark, "To be opened by address only".



Outline the problem you wish to bring to our attention. A relative or friend may write the letter for you, however you should sign the letter to show you agree with the content of the complaint.

If your complaint relates to the Business Manager, the Chair of Drug Concern (or in the absence of the Chair, a director of Drug Concern) will write to you to acknowledge your letter, and will write to you again when the matter has been fully investigated.

What is it you wish to bring to our attention?

If you have been dissatisfied with any aspect of your treatment while you have been a service user of Drug Concern, please include the details below to enable us to investigate the matter.

- Your Name
- Your address
- Contact number

Please provide a full description of the events (the facts surrounding the circumstances that have caused your complaint, including those persons involved).

The issues you raise will be investigated and a reply given in writing.

If you are writing this on behalf of a client please make this clear by stating this and providing your name and contact details. The person to whom the complaint relates is required to sign the letter to confirm they agree with the content.