

## **COMPLAINTS**

Comments and views of all clients are important in helping 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 from the Drug Concern Receptionist or alternatively you may request one to be posted to you.

## **IMPORTANT POINTS**

Prescribed medication and some over the counter remedies may contain some of the drugs you are being tested for, and then therefore you will need to ask before you administer them (as this may result in a positive test.)

The Probation Service as the enforcers of the treatment have the ability to issue a breach at any point of failure to comply with your treatment plan (whether it is the first failure or not.)

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**CRIMINAL  
JUSTICE  
DRUG  
SERVICE**

## WHAT IS IT?

The Criminal Justice Drug Service is a partnership between The Probation Service and Drug Concern.

The aim of the CJDS is to enable those who have serious problems with drugs and are involved with the Police, Courts or Prison to become and remain drug free.

If you fit the criteria for the CJDS your Probation Officer will request that you are assessed by the drug worker. This can occur if your case has been adjourned by the Court for a Social Enquiry Report, if you are serving a prison sentence and have made an application for Parole or are due to be released on another form of post custodial supervision (Youth Detention Supervision Order or Adult Custody Supervision Order)

If you are referred, the drug worker will, with your input, assess your needs and a report will be prepared concerning available treatment options. You will be given a copy of this report, which will be explained. Your involvement with the CJDS will only be with your agreement but once you are subject to an Order your involvement is compulsory. Drug testing may be required, and can be as frequent as 3 times per week. Usually your saliva will be tested and you will receive the result within minutes.

### Court

If the Court accepts that you should be made the subject of a drug treatment condition then this condition will be added to either a Probation Order, or a Suspended Sentence Supervision Order.

### Release from Prison

If you are released from prison on Parole or under other forms of post custodial supervision a drug treatment condition can be added.

### Drug Treatment Condition

A Drug Treatment Condition will be attached to your Order which will require you to keep appointments with your drug worker and provide drug tests when requested.

However before your Order is made a treatment plan will be drawn up, so you will know where you stand.

### Breach

If you fail to comply with your condition by not keeping appointments or by producing a positive drug test or fail/refuse to give a test, your Probation Officer will be informed. The Chief Probation Officer will be informed who will decide if you should be given a formal warning or be breached. If you are breached you will either be put before the Court or your case referred back to the Parole Review Committee (depending on which Order you are on).

**It is the role of your Probation Officer to enforce the Order you are the subject of, not the drug worker they provide the treatment to enable you become drug free.**

### Confidentiality

You will be required to sign a consent of disclosure, allowing certain key aspects of information to be shared for the purpose of your individual care plan.

The specific details of your engagement with the drug worker are not disclosed with the Probation Officer.

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.