

MAKING A COMPLAINT

in partnership with
EDINBURGH
THE CITY OF EDINBURGH COUNCIL

**CARE & REPAIR
EDINBURGH** 
encouraging independence

Care & Repair Client Complaints

- We aim to provide a high quality service and strive to improve the service wherever possible.
- If you are dissatisfied with the service you have the right to complain.
- We are committed to ensuring that your complaint is fully investigated and a satisfactory response is given as quickly as possible.

We have a procedure to ensure that an informal complaint is dealt with:

How do I make a complaint?

- You can raise the matter with the relevant staff member you have been dealing with. Appropriate action will be taken if possible to try to resolve your complaint there and then.
- If you do not feel you can discuss the matter with the staff member you have been dealing with, please ask to speak to the Manager of Care & Repair (either by phone or in person). The Manager will then try to resolve your complaint.

If I am not happy with the response how do I take the complaint further?

We have a procedure to ensure that a formal complaint is dealt with. You can make a formal complaint in one of the following ways:

- By making an appointment to meet the Manager to discuss the complaint. If you cannot get to the office

the Manager will visit you at home. Please note that a member of clerical staff will also attend such a meeting to take a minute and you will be asked to sign a note recording the complaint. The complainant can be accompanied by a relative, friend or neighbour at any stage of this procedure.

- By writing the complaint in a letter and sending it to the Manager marked "Private and Confidential". If possible, the Manager will bring the matter to a satisfactory conclusion within 10 working days of receipt of your written complaint.

If the problem is more complex, it may take longer to investigate fully. We will keep you informed of our progress towards resolving the matter.

What if I am still not satisfied?

If you are unhappy with the outcome of your complaint, you can appeal in writing to the Chairperson of the Board of Management at the office address, marking your letter "Private and Confidential".

All appeals will be acknowledged and we aim to give you a response within 20 working days of receipt of your letter of appeal.

If we cannot resolve the matter through our client complaints procedure, you may wish to take advice from an independent source such as a Law Centre, Solicitor, Housing Advice Centre or Citizens Advice Bureau.

In the case of a complaint/dispute arising from an improvement job, Care & Repair can refer it to independent arbitration via the Royal Institution of Chartered Surveyors.

You also have the right to complain to the City of Edinburgh Council who can be contacted as follows:

Strategy and Investment Team
Housing and Regeneration
Services for Communities
City of Edinburgh Council
Business Centre C3
Waverley Court
4 East Market Street
Edinburgh EH8 8BG

Tel: 0131 529 2253

Email: lookingafteryourhome@edinburgh.gov.uk

You can get this document on tape, in Braille, **large print**, various computer formats or in community language translations. Please phone us on 0131 220 7630.

本傳單載有關於護理與修理（關懷長者）有限公司的資料。該公司為六十歲以上人士及身體殘障人士提供修理及改善家居服務。欲查詢把本傳單內容翻譯成中文，請致電 0131 220 7630 護理與修理熱線並說明參考編號 05057。

اس کتابچہ میں کیر اینڈ ریپیر (ایج کنسرن) لمیٹڈ کے متعلق معلومات دی گئی ہیں جو کہ 60 سال سے زائد عمر کے لوگوں اور معذور افراد کے گروہوں کی مرمت کرنے اور انہیں بہتر بنانے میں مدد دیتے ہیں۔ اپنی کمیونٹی میں ٹولیاں جانے والی زبان میں اس کتابچے کے ترسیل کے متعلق معلومات کے لئے براہ مہربانی کیر اینڈ ریپیر Care and Repair کو 0131 220 7630 پر ٹیلیفون کریں اور ریفرنس نمبر 05057 کا واردی۔

এই পুস্তিকাটি হল 'কেয়ার এ্যান্ড রিপেয়ার (এইজ কনসার্ন) লিমিটেড' সম্বন্ধে যা ৬০ বছরের উর্ধ্বের এবং অক্ষমতাগ্রস্ত ব্যক্তিদের মেরামতের কাজ এবং তাদের নিজের বাড়ীর উন্নতি কববার কাজ করতে সাহায্য করে। আপনার সম্প্রদায়ের ভাষায় এই পুস্তিকার অনুবাদের ব্যাপারে তথ্য পেতে হলে কেয়ার এ্যান্ড রিপেয়ার্স-এর সাথে 0131 220 7630 নম্বরে ফোন করে রেফারেন্স নম্বর 05057 উল্লেখ করুন।

يحتوى هذا المنشور على معلومات عن الرعاية والإصلاح (مؤسسة العمر المحدودة) Age Concern التي تساعد الناس الذين هم فوق سن الستين والمعوقين للقيام بعمل إصلاحات وتحسينات لمنزلهم. إذا كنتم ترغبون في معلومات عن ترجمة هذا المنشور إلى لغة جاليتكم، الرجاء الإتصال هاتفياً بمؤسسة الرعاية والإصلاح (Care and Repair) على الرقم 0131 220 7630 وذكر رقم الإشارة 05057

Care & Repair Edinburgh, 4 Queen Street, Edinburgh EH2 1JE

Phone: 0131 220 7630 ■ Fax: 0131 226 3517

Email: reception@careandrepairedinburgh.org.uk ■ www.careandrepairedinburgh.org.uk