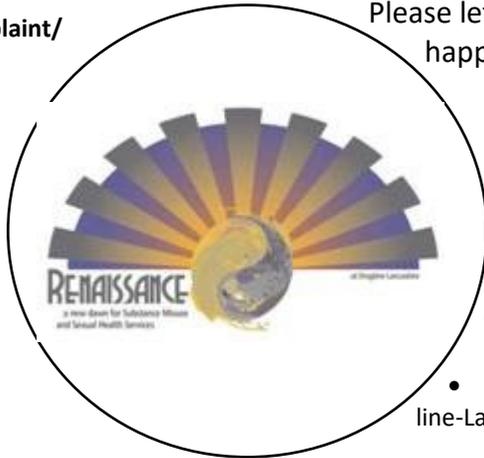


If you are not satisfied with the Council of Management's decision you have the further option to contact the commissioner of the service. (Please contact a Manager for details.)

## What If I Am Happy With The Service I Receive?

### Using the service Whilst A Complaint/ Grievance Is Active

If you have made a complaint about the service, this should not affect you using parts of the service. We will make every effort to respond to your needs during this process.



Please let us know if you are particularly happy with our services.

You can do this by:

- Contacting the staff members you have been dealing with.
- Writing to a Manager.
- Writing to the Renaissance at Drugline-Lancashire Council of Management .



***'A new dawn for substance misuse and sexual health services.'***

### People Other Than Clients making Complaints

All complaints by parents, carers , general public, or other agencies should be put in writing and addressed to: The Manager, Renaissance at Drugline-Lancashire, 102 Dickson Road, Blackpool, FY1 2BU.

Complaints will be taken seriously and the steps outlined when dealing with a client complaint will be followed.

This will help us to know that we are providing the service that people want.

Address: 102 Dickson Road,  
Blackpool  
FY1 2BU

Phone: 01253 311431  
Fax:01253 312226

Email [enquires@druglinelancs.co.uk](mailto:enquires@druglinelancs.co.uk)  
Web: [www.druglinelancs.co.uk](http://www.druglinelancs.co.uk)

## Comments, Compliments and Complaints

Established 1886  
Registered Charity Number 1076154  
Limited Company Number 03723917

# We want to hear from you!

In an organisation like Renaissance at Drugline-Lancashire mistakes can happen—we hope they don't happen very often but when they do we want to hear about them so that we can correct them and make improvements.

Renaissance at Drugline-Lancashire has a procedure to help you make comments about how we can improve our services or how to make a complaint about a service you have received.

## How Can I Complain?

If you have a problem about the service you receive, please talk about it first to the person who provides your service. Your complaint will be recorded and kept on file. You can also use this approach for making suggestions about how our service can be improved.

## What If Isn't Sorted Out?

If your complaint can't be sorted out in this informal way, you can use the formal complaints procedure.

## Making a formal complaint

You must put your complaint in writing, addressed to The Manger, Renaissance at Drugline-Lancashire Ltd, 102 Dickson Road, Blackpool, FY1 2BU. The letter should contain any facts, details of any witnesses, details of any action already taken by you to remedy the matter and what you feel would be a satisfactory outcome.

The Manger will then make an appointment to see you within seven working days of receiving the complaint.

Following the appointment the Manager will then inform you of the result of your complaint, in writing, within ten working days. You will either be offered a resolution to your complaint or you will be invited to a grievance hearing.

If on receipt of the letter offering you a resolution you are not satisfied, you may ask for a grievance hearing.

## Grievance Hearings

The chair of the Renaissance at Drugline-Lancashire Council of Management will appoint three people from the committee to consider your complaint.

You will be invited to attend a grievance hearing, if you wish. You may bring a representative with you who is eighteen or over.

The procedure for the hearing will be as follows:

- Any statements will be read
- You or your representative will be given an opportunity to say anything else that you may wish to add.
- The panel will take a break to discuss the matter.
- If the panel cannot make a decision on that day, they will tell you when a decision will be made.

Your complaint will be considered and then within three working days of the meeting they will make a recommendation to the Manager about what they feel should happen. They will then write to you and inform you of their decision.

## Appeals

If you are unsatisfied with the outcome, you may address your appeal to:

The Chair, Council of Management , Renaissance at Drugline-Lancashire , 102 Dickson Road, Blackpool, FY1 2BU.

You must send your appeal letter within five working days of the original decision.

When the Chair receives this letter, they will discuss the matter with those that were on the grievance panel and then make a decision. The Chairs decision shall be final, as far as Renaissance at Drugline-Lancashire and the Council of Management is concerned.

Any decisions will be put in writing to you.