

## Complaints Procedure

The Glasgow Association for Mental Health aims to deliver a high quality service to its users. We recognise that there may be occasions when we might fail to meet the high standards we, and others, expect of us. In this event, complaints can be lodged with:-

**G.A.M.H.** (The Glasgow Association for Mental Health)  
Head Office: Housing Support Project  
St. Andrew's by the Green, 33 Turnbull Street, Glasgow G1 5PR  
Tel: 0141 552 5592

**Glasgow City Council Social Work Services,**  
Supporting People Team  
Nye Bevan House one Floor 6, 20 India Street, Glasgow G2 4PF  
Tel: 0141 420 5594

**Mental Welfare Commission for Scotland**  
K Floor, Argyle House, 3 Lady Lawson St., Edinburgh, EH3 9SH  
Tel: 0131 2226111

**Care Commission (Central West Region)**  
4<sup>th</sup> Floor  
No1 Smithhills Street, Paisley PA1 1EB  
Tel 0141 843 4230 / Fax 01382 207 236

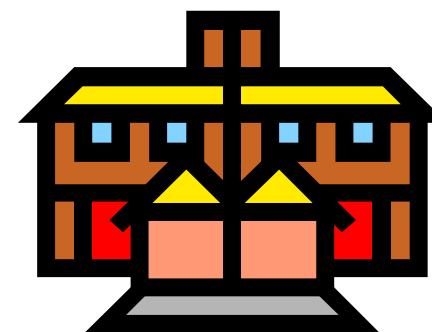
\*In the event of your having to lodge a complaint this will not affect your rights to continue using the service\*

\*All other relevant policies are available on request

This document can be made available in alternative formats, including Braille, on request at GAMH as at address above



(Glasgow Association for Mental Health)



Supported Living Project

The Supported Living Project's aim is to provide housing support services to people with mental health difficulties, within their communities, promoting health and well-being whilst recognising and developing the individuals' strengths and capabilities.

## **We support people in the following areas:-**

Maintaining the security of their home

Are safe in their homes

Are supported with the responsibilities of being tenants or maintaining the occupancy of their homes

Are able to be independent but not isolated

Have the correct benefits in place and properly maintained

Are supported in dealing with other Agencies, Professionals and other Service Providers. E.g. Department for Work and Pensions, Health, Housing and Utilities

Have the opportunity to build friendships, frameworks & networks of support

Support with debt information

Have a voice and are able to be actively involved in planning their own support to closely match their needs

## **How to contact us:-**

**You can contact the Supported Living Projects at the following addresses and tel. numbers**

**71 Oxford Street.**

**Glasgow**

**G5 9EP**

**Tel 0141 429 6307**

## **Drugs & Alcohol:-**

We are unable to provide a service to you if you are actively under the influence of drugs and/or alcohol.

We would rearrange a new appointment, if appropriate

More in depth guidelines are available if required.

## **How is the service monitored and Evaluated?**

GAMH Housing Support services are registered with the Care Commission and monitored by Supporting People. The Care Commission will regularly inspect the service to ensure we meet the Housing Support Standards. If the Care Commission Standards are not met then they will make recommendations to us about changes that need to be put in place. The Care Commission will check that the changes have been made. We will be reviewed at regular intervals.

GAMH is committed to partnership working and encouraging people who use our service to take an active part in their planning, evaluation and development. As a service user we will support you to be as involved as you wish to be in this process.

A copy of the Care Commission Standards, inspection reports, policies and procedures is available from website <http://www.carecommission.com/> or staff members can take you through these if you wish.

## **How to access our service: - Referrals**

- Yourself, your family or a friend can refer you
- Your Doctor, Social worker, Nurse or other person involved with your care can refer you

## **How will I be supported? :-**

Assessment / Our Contact with You:

The service we provide is flexible, adaptable and responsive. We recognise the changing needs of individuals and our services can be tailored to match each individual's evolving needs.

Time, frequency and place of contact for your support will be agreed jointly at the initial assessment. Not all support is given face to face. There will be times when staff are liaising with other agencies on your behalf, for example contacting the Department for Work and Pensions or negotiating with the Housing Officer.

## **Your Personal Support Plan:-**

The needs, goals and tasks identified at the time of assessment, and how you and the support team plan to achieve them, will be recorded. This is called a Personal Support Plan, which serves as a record of:-

## **Your Personal Support Plan (continued):-**

- The support you need.
  - The goals you would like to reach.
  - How we would work together to achieve your goals.
- We will look at your support needs again and any progress or changes will be reflected in your Personal Support Plan. We will keep a copy of this and you will be given your own copy.

## **Will I have to pay for the service? :-**

The service is funded through Supporting People which is administered by the Local Authority and charges are dependent on your income.

If you are eligible for any amount of Housing Benefit there is no charge for this service. You may be expected to contribute if you have an income or savings which exclude you from Housing Benefit entitlement. Rest assured you will be advised of any costs, how much and how to pay before you decide to accept the service.

Enquiries about the service are completely free.

If you decide to accept the service we will have to give the local authority some information about you (name, address, National Insurance number and Date of Birth,) ,in accordance with their contract management arrangements.

## **Confidentiality & Safety:-**

- The workers discuss their work with their supervisor and may share information with the team
- They will not pass information to others, unless you give permission
- The only time this might not apply will be if there are serious concerns for your safety or for the safety of others. In this case we will need to share these concerns
- Your welfare is very important to us
- All workers are aware of their duty to ensure both your, and their own, safety

## **Leaving the service:-**

If the service is no longer needed we will arrange a meeting to discuss this. We will make sure this happens in a planned way. For instance it might be that, at the meeting, other services have been identified and we would then support you to make contact with them.

We would then inform the Supporting People Team that the service has ended.

You will then be fully informed of the process of re-referral to the Project if you wished to return at a later date