

## INVESTIGATING THE PROBLEM

The DAAT will then contact you to discuss the problem or complaint. This may involve telephone conversations or a meeting with you. Your complaint will be investigated with the service and any individuals involved.

If any action is to be taken, it will be discussed with you and the service to ensure that all parties are satisfied with the recommendations made by the DAAT and any outcomes that may arise.

## WHO ELSE CAN HELP YOU?

You can also ask someone like a friend or relative to advise you, help you to write to the DAAT or come to meetings with you.

## WHO DO I CONTACT?

**O Û T**  
Oxfordshire User Team  
Tel: 01865 209111  
Mobile: 07986 816955

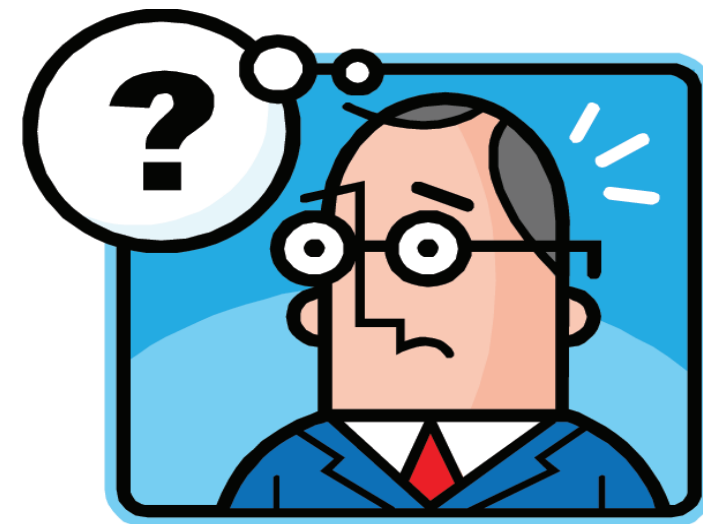


Oxfordshire DAAT  
Suite 0  
The Kidlington Centre  
High Street  
Kidlington  
Oxon OX5 2DL

Tel: 01865 290800  
Fax: 01865 848934  
[reception@oxfordshiredaat.org](mailto:reception@oxfordshiredaat.org)  
[www.oxfordshiredaat.org](http://www.oxfordshiredaat.org)

## SERVICE USER COMPLAINTS PROCEDURE

FOR  
DRUG AND  
ALCOHOL  
SERVICES  
IN  
OXFORDSHIRE



# **SORTING THINGS OUT**

If you're not satisfied with the standard of service provided by a drug and alcohol service in Oxfordshire, there are several things you can do to sort it out.

This leaflet is designed to give you information to help you decide what to do if something goes wrong.

It explains who you need to speak to, what to do and who can help you.



# **CONTACT THE SERVICE**

If there's a problem with the service that you've received, or there's something that you're worried about, your first step is to contact the service themselves.

You can speak to the staff or Manager of the drug and alcohol service concerned and explain what has happened and what you are dissatisfied with.

They'll discuss the problem with you, find out what has gone wrong and work out what to do next to resolve the problem, according to their policies or complaints procedure.

## **OUT CAN HELP!**

If you don't feel able to speak directly to the service then you can contact the Oxfordshire User Team (OUT), which offers an Advocacy Service.

OUT will give you advice and support and can help you to make a complaint to the service.

OUT are available on the following telephone numbers:

Office: 01865 209111  
Mobile: 07986 816955

# **OXFORDSHIRE DAAT**

If you're not happy with the service's response or if you're unable to sort out the problem with them, you can contact the Oxfordshire DAAT.

To do this you need to write a letter or complete the complaints form.

The complaints form is available by contacting either OUT or Oxfordshire DAAT on the details overleaf or by visiting [www.oxfordshiredaat.org](http://www.oxfordshiredaat.org). OUT can help you with the letter or completing these forms.

Please remember to include an address or telephone number so that we can contact you.

**This letter should be sent to the DAAT, within 3 months of the incident, at the following address:**

Oxfordshire DAAT  
Suite O, The Kidlington Centre  
High Street  
Kidlington  
Oxon  
OX5 2DL