

Perth Autism Support is committed to providing quality and effective services at all times and we welcome any suggestions for improvement or comments you would like to make.

In particular, if you feel that Perth Autism Support could have been of more help to you, or provided a better service, then we want to hear from you so that we can investigate and make any necessary improvements.

This leaflet tells you the ways in which you can let us know your views on our services.

Complaints

If you have a complaint to make, we will treat the matter seriously and conduct a thorough investigation. Once this is complete, we will write to you with a full explanation. If you are dissatisfied with the outcome, you can ask for your complaint to be passed onto the Chief Executive Officer.

If, after this, you feel the complaint is still not resolved, your complaint can be heard by a panel of the organisation's Board of Directors.

A copy of our full Complaints Policy is available on our website, or by request via email, phone call or in person.

Compliments

It is always a source of encouragement for us to hear that our services are meeting the needs of those who use them, and to know what we are doing well. Compliments can also help to raise funds to maintain our services. If you would like to compliment a particular member of staff, or a particular area of service, please let us know so that we can pass this on to them.

Comments

We welcome any comments on our services and will reply to you in writing.

What To Do

If you wish to make a comment, complaint or compliment, you can complete the attached reply form.

Alternatively, you can:



Phone: 01738 451 081



Email: feedback@perthautismsupport.org.uk



Write to: Perth Autism Support, 14 New Row, Perth, PH1 5QA

Reply Form

Name:

Address:

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Telephone:

Do you wish to make a:

- Comment
- Compliment
- Complaint

Please provide as much detail as possible:

(further space provided overleaf)

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If you have made a compliment, can we use this in our reports and publicity material?

- Yes
- No

(please be assured, we will not use your name or personal details)

Please return completed forms to:

Perth Autism Support
14 New Row
Perth
PH1 5QA

Personal details will only be used for responding to complaints, compliments or comments.