

**Crossroads Caring Scotland is committed to providing a high quality service.
We welcome comments, suggestions and complaints that might lead to
service improvement.**

**If you have a cause for concern or wish to make a complaint about the operation of
Crossroads we would like to hear from you.**

How to make a complaint/suggestion

You may raise your concern/suggestion or make your complaint either by telephoning or writing to the service directly, or by emailing info@crossroads-scotland.co.uk or telephone the National office 0141 2263793

Your complaint will be acknowledged within 3 working days and a formal response made within 20 working days. This will either provide you with an answer to the complaint or give a reason for the delay.

Our aim is to answer your complaint satisfactorily and rectify any processes, practice etc where required.

At any stage of the process you may contact other bodies such as the Care Inspectorate or the relevant Local Authority.

Contact Details for Care Inspectorate

***Compass House, 11 Riverside Drive,
Dundee, DD1 4NY
03456009527***