

## When do I receive Support?

Once a service has been agreed, we will sit down with you and work out what level of support you require.

It is important to let us know when and what type of support you need, so that the package suits you.

The service will be reviewed after six weeks and every six months to check that we are providing the right type and level of support for you.

You will agree a support plan with your support worker, which will make clear what service we are providing for you.

## Care Commission

If you have any complaints about the College service, you can first discuss this with the Assistant Unit Manager and/or the Unit Manager (details inside).

If you feel you would rather make your complaint directly to the Care Commission you can contact them for information of the Complaint Procedure in writing or by calling, their details are:

**Care Commission Office**  
Central East Region  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY  
Tel: 01382 207200

যদি ইংলিশ আপনার মাতৃভাষা নয় এবং আপনি এই দলিলের অনুবাদ চান তাহলে অনুগ্রহ করে ডাব্লিউ ট্রান্সলেশান অ্যান্ড ইন্টারপ্রেটেশান সার্ভিসকে যোগাযোগ করুন, টেলিঃ 01382 431563

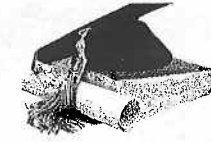
如果英语不是你第一语言，而你需要此文件译本，请电01382 431563 丹地翻译服务联络。

Jeśli angielski nie jest Twoim pierwszym językiem i potrzebujesz przetłumaczenie tego dokumentu proszę skontaktować Dundee Translation and Interpretation Service pod numerem 01382 431563.

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਜ਼ਬਾਨ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਸੀਂ ਇਸ ਡਾਕੂਮੈਂਟ (ਦਸਤਾਵੇਜ਼) ਦਾ ਤਰਜਮਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਡੱਬੀ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਅਤੇ ਇੰਟਰਪਰੈਟੇਸ਼ਨ ਸਰਵਿਸ ਨਾਲ 01382 431563 ਤੇ ਸੰਪਰਕ ਕਰੋ।

اگر انگریزی آپ کی مادری زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے کی ضرورت ہے تو براہ مہربانی ڈی ڈی ٹرانسلیشن اینڈ انٹریٹیشن سروس سے فون نمبر 01382 431563 پر رابطہ کریں۔

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# Dundee College Service

Office Address:

1 Laing Place  
Dundee  
DD3 1 BY

Tel No: 01382 224734

Postal Address:

15 Milton Street  
Dundee  
DD3 6QS

Head Office:

4 South Ward Road, Dundee DD1 1PN

Tel: 01382 224083

Fax: 01382 221636

Email: reception@hillcrest.org.uk

www.gowriecare.co.uk



## Funding

You must be considering a place on a course & have had a community care assessment.

If you are interested in attending the College and you have a Care Manager they will discuss our service with you and fill out a referral form with you, if you do not have access to a Care Manager you can contact the "First Contact Team" on (01382 435106/435107).

If your funding is provided from another source you can still access our service, the college will support you with this or contact the number on the front of this brochure.

## Service provided

**Care:** We can provide you with support and accompany you to college and to be prepared for your college day. We can assist you to move between campuses, classes and other locations. We can provide you with support at break and meal times, assisting you with choosing meals and eating if required.

Support is offered to you with personal care, toileting, transferring with a hoist, if this level of support is required and using continence aids and equipment.

**Enabling:** We can support students with Learning Disabilities, Physical Disabilities or Autism and we offer support to you to move into or carry on your lifelong learning opportunities. We can assist you in the learning process and this may include note-taking and/or scribing, and we can support you with communicating, including the use of any aids also liaising with others, e.g. other students and/or tutors.

## Complaints procedure

If you need to speak to the Manager about the service you receive, please discuss your concerns with the  
Assistant Unit Manager

**Paula Brown**

**01382 224734**

and we will do our best to resolve it. If you wish to discuss your concerns with the local Manager please contact the Unit Manager on

**Caroline Steedman**

**01382 815130.**

If you wish to make a formal complaint, please contact the Unit Manager at

**15 Milton Street**

**Dundee**

**DD3 6QS**

or on the telephone number above.

# Flexible, Responsive, Support