

## Complaints and suggestions

We try to maintain high standards of care at all times and we welcome all suggestions from clients and their families. You can discuss any complaints or comments, confidentially, with:

- any staff member; or
- the Care Inspectorate, 4th Floor, No1 Smithhills Street, Paisley PA1 1EB

We will deal with your suggestion quickly and efficiently. If you are not happy with how we have dealt with your complaint, you can contact the Scottish Public Services Ombudsman within one year of first making your complaint.

You can contact them at:

4 Melville Street  
Edinburgh  
EH3 7NS

Phone: 0800 377 7330  
Fax: 0800 377 7331

The Scottish Public Services Ombudsman will not normally accept your complaint until you have been through our complaints procedure.

We can provide the information in this report in other formats such as in Braille, on audio tape, in large print and in other languages.

## Where you can find us

RADAR is based in the centre of Paisley, close to Gilmour Street, at:

**20 Back Sneddon Street  
Paisley  
PA3 2DJ  
0141 618 2585**

RADAR also uses **10 St James Street** (next to the Sheriff Court) as a base to meet young people. This is a young person friendly space, including a games room, kitchen (with food), shower and washing machine etc.

**HOW TO FIND US**



# RADAR

**Renfrewshire  
Adolescent  
Drug & Alcohol  
Resource**



## What do we do?

We help young people aged 12-20 whose alcohol and/or drug use is having an impact on their wellbeing

We work with young people and their families to make positive changes to their lives and to reduce the harm that they experience from their drug or alcohol use

We work with young people who live at home or on their own, are in care, or in secure care or prison and who need help to manage their drug and alcohol use in the community

We work with young people on their own, or as part of a group, depending on what the issues are



## How will we do this?

We will offer an intensive level of support in order to build a good relationship with the young person, and their family if appropriate

We will meet with the young person and complete an initial assessment of their drug and alcohol use, and agree a plan of support with the young person

We will always try to build on the strengths and talents of young people as one of the main ways of helping to achieve positive behaviour change

We will work with young people using tools and approaches that we know work well

Using a harm reduction approach, we will help young people to understand the effects of drugs and alcohol on their body and mind, as well as their behaviour and relationships

## What you can expect from us

You will have one keyworker from the service who will be your point of contact throughout the period of support

We are an outreach service that aims to be as flexible as possible so that you receive support when you most need it

Information you share with us will normally be kept confidential, unless there is a need to inform another agency in order to help keep you or someone else safe

We will regularly review our support to make sure that it is making a difference

We will not give up - we will always try to find the best way to help young people to achieve their potential