

EXPRESS GROUP MEMBERS CAN EXPECT:

1. A RELAXED AND SAFE ENVIRONMENT
2. SUPPORT
3. A NON-JUDGEMENTAL ATMOSPHERE
4. CONFIDENTIALITY
5. MEMBER-LED GROUPS

COMPLAINTS PROCEDURE

Angus Mental Health Association is committed to the provision of a quality service and welcomes any comments or suggestions that may help improve that service. The Complaints Procedure is rooted in that commitment. If you are unhappy about something the Association staff or volunteers have done, you have the right to complain.

Your initial contact may be by telephone or in person but this must be supported in writing either by letter or on the complaints form, which is available from the Association's main office. You are welcome to have someone present to help you with your complaint. Your first point of contact should be the Manager who will gather the information on your complaint and work towards resolving your problem.

If, however, you are unhappy with the result and wish to take it further, you can contact the Social Work Department of Angus Council and use their complaints procedure.



Registered Charity No. SC022544

FOR FURTHER
INFORMATION
CONTACT:

Ann Rankine

ON

01241 873311

OR

WRITE TO HER AT:

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Lindsay Street
Arbroath
DD11 1RP

ann.rankine@amha.org.uk

www.amha.org.uk



***Express
Group
Angus***



***Drop-in Service
Information***

***"Caring within
our community"***

EXPRESS GROUP ANGUS

Express Group Angus is a drop-in project for adults with mental health needs. It has been set up by Angus Mental Health Association to provide a place where people can meet socially in a relaxed and friendly environment.

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What happens there?

The drop-ins give adults with mental health needs the opportunity to meet, socialise and relax in an informal and safe environment. They can access support and information but primarily it is fun. We run varied activities at each premises e.g. quizzes, board games, carpet bowls. A light snack, tea and coffee will be available during the drop-in.

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What age do I have to be to use the facilities?

Anyone between the ages of 16 and 65 years can access the service.

What's the catch?

There isn't any. The service is free and it's entirely up to you if you want to pop along and join in the activities, chat and have a bite to eat.

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Can I pop in and see what it's like?

Yes, new members are always welcome anytime. We actively encourage people to come along and see what it's all about. We welcome new ideas for activities

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Can I bring someone along for support?

YES. We at the drop-in know how difficult it is sometimes to walk into a new environment on your own. We actively encourage people to come along with a friend, family member or support worker if they wish.

Where are they held?

ARBROATH

The drop-ins are held at the AMHA premises in Lindsay Street every Tuesday between 10.00 a.m.—1.00 p.m. and every Friday between 4.00 p.m.—7.00 p.m.

CARNOUSTIE

The drop-in is held in the Comrie Hall, Links Avenue, Carnoustie, every Tuesday between 2.30 p.m.—4.30 p.m.

FORFAR

The drop-in is held at the Old Age Pensioner's Hall, Chapel Street, Forfar every Friday between 10.00 a.m.—1.00 p.m.