

Grampian Racial Equality Council Who Are We?

One of the primary areas of work for GREC is that of casework. This involves providing assistance and advice to victims of service related discrimination (goods, facilities and services include housing, education, banking etc.) under the relevant legislation.

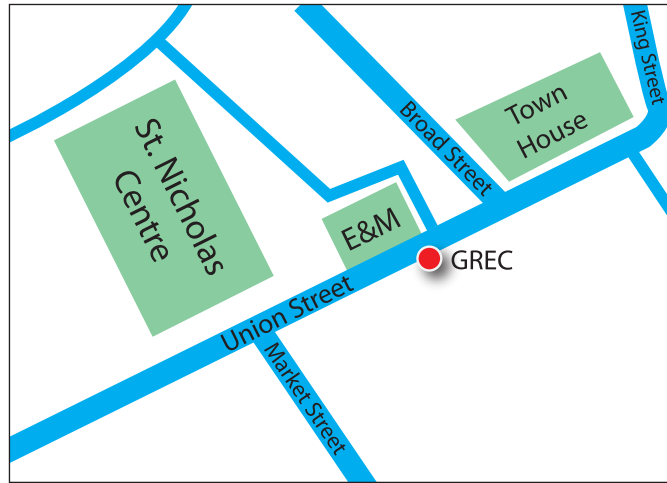
This leaflet outlines the standard of service that clients can expect from GREC. We hope you find it a helpful guide as to how we set about investigating complaints.

If you think you have been discriminated against in relation to the provision of goods, facilities or services, you may have the right to take legal proceedings.

If you have any queries relating to the procedures for investigating complaints of discrimination, GREC will be happy to go over them with you.



Grampian Racial Equality Council (GREC) is the lead organisation in the voluntary sector committed to combating racism in the North East of Scotland



GREC

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grec

Equality when you really need it

Registered Scottish Charity: SC001823



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Casework Policy And Practice Statement For Service Users

**Grampian
Racial
Equality
Council**

www.grec.co.uk

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Standards Of Service

When you write to GREC we will acknowledge your letter within five working days.

When you telephone GREC your queries will be answered as fully as possible.

When you visit GREC without an appointment you will be made to feel welcome and will have an opportunity to discuss your complaint.

When you visit GREC with an appointment a worker will be there to provide assistance and advice.

You also have the right to apply to the Equality and Human Rights Commission (EHRC) for legal assistance. The commission must consider all applications, according to a criteria set down by the Race Relations Act (RRA), but it has complete discretion when deciding which cases to support.

What Will GREC Do For You?

Media contact with newspapers, journals, radio etc is strongly discouraged by GREC until after a case is concluded, unless previously agreed with GREC. This requirement is necessary in order to prevent accusations of defamation arising from statements given to the media.

If a client is unhappy with the service provided by GREC, you can submit a letter of complaint to: The Chair of the Executive Committee, GREC, 41 Union Street, Aberdeen, AB11 5BN. The complaint will be recorded and investigated, in strictest confidence and with impartiality. The client will be informed of how the complaint will be investigated and by whom, within one working week of receipt of the complaint. GREC is committed to taking remedial action if appropriate, including a review of service and procedures as a result of the complaint.

How Can GREC Help You?

We provide a confidential service and can help or refer you to a more appropriate agency if:

- You have been harassed verbally or physically because of your race, colour, nationality, ethnic or national origin, religion or belief.
- You feel that you have been discriminated against, or victimised, because of your race, colour nationality, ethnic or national origin, religion or belief.
- You require information and advice on discrimination related issues.
- You require advice on discrimination referrals and equal opportunities training for your organisation.

