



## ISLE OF MAN ALCOHOL ADVISORY SERVICE

### ***YOUR QUESTIONS ANSWERED***

**Who are we?** The IOM Alcohol Advisory Service is a charity that operates from a Grant from the DHSS and donations. AAS 12-21 runs on a Grant from Comic Relief.

**Who runs the service?** This is overseen by a management committee of local people who give their time voluntarily to ensure that the service runs in an orderly manner.

**Who works here?** There are 6 staff at the service. All the counsellors at this service are trained, experienced addiction counsellors who hold various qualifications in addictions, counselling and social work, all gained through recognized academic bodies. There is an admin officer who assists with the day to day running of the service and also a young persons education worker.

**What can I expect from the service?** We are a free, confidential, counselling, support and advice service for anyone who is worried about their own or someone else's drinking. After your first appointment we can arrange to see you again if you so wish. We can also refer you to other agencies if necessary. We aim to offer a first appointment within 48 hours (two working days).

**What do we mean by confidentiality?** Our status as a charity means we are able to offer anonymity and confidentiality. We don't submit your initials and date of birth to the Government's Drug and Alcohol database and we are the only agency that has a policy not to do this. Our confidentiality policy will be discussed with you on your assessment appointment with your counselor, but basically has two clauses where we might be obliged to pass on information. We would always endeavour to discuss this where possible with you first. These are:

- If you or anyone is at risk or serious harm.
- If we are concerned about the safety of a child

Clients are also offered the opportunity to sign up to an information sharing agreement with family members and agencies who may be helping you.

**What if I am unhappy with the service I have received?** Your counsellor will ask you to fill in an outcomes questionnaire where you can state your concerns anonymously. If the nature of your complaint is more serious you can put them in writing and address them to the manager marked 'Strictly Private and Confidential'. For more information please refer to policy on complaints and compliments and our Client charter leaflet.

**Want to know more?** Ask your counsellor for a copy of any of the following:

- **Client Charter** – which outlines our service standards and complaints procedure.
- **Service Leaflets** – outlining all aspects of our service and what to expect from counselling.
- **Annual Report** – see what we have done in the past 12 months.