

apas

INFORMATION FOR CLIENTS

helpline

INFORMATION
Assessment

detoxification

ADVICE

counselling

Rehabilitation



apas is an independent provider of services designed to reduce the harm alcohol causes in communities. apas is a registered charity.

Services

- Alcoline - telephone helpline
- Assessment
- Information and advice
- Counselling
- Day-Care programme
- Detoxification
- Liver function tests
- Residential rehabilitation
- "Significant others" service - for friends and relatives



Charter

Help us to help you

You can help make apas more efficient by:

- being on time for your appointment and being sober when attending;
- informing us if you are unable to keep your appointment;
- filling in a confidential questionnaire when asked.

We welcome your views

If you are happy, disappointed or have any comments and suggestions about our service, please tell us. Contact the Executive Director, tel: **Lo-call** 0845 7626316.

You can also send your comments to us at this address:

apas, FREEPOST NG 4824,
NOTTINGHAM NG1 1BR,
or e-mail: apas@apas.org.uk

Our commitment

to quality

We are always trying to improve our services to you.

Where appropriate, **apas** works closely with other agencies' staff, to develop high quality services which meet your needs.

Confidentiality

apas offers a confidential service

This means that information given to **apas** will not be shared elsewhere without your express written permission. There are exceptions to this and these are:

- a) where there is a genuine concern that someone is putting a third party/ individual





at risk, especially when that individual is a child;

- b) when there is concern that the client is putting his/her own life at risk;
- c) when instructed by the courts or by the police to reveal information.

apas recommends that you give us the information we need to provide good care for you.

apas is registered in accordance with the provisions of the Data Protection Act 1998.

Our policy statements are available on request.

Complaints Procedure

apas values your opinion

We want to know if you have any complaint, however great or small, about any of our services.

You can telephone the Executive Director on **Lo-call 0845 7626316**, or write to **apas**, FREEPOST NG 4824, NG1 1BR, or e-mail: apas@apas.org.uk.

A copy of the full complaints procedure is available on request.

About Donations

How can you help apas

As an independent registered charity (number 1070109) **apas** actively seeks donations in order to enhance the quality and availability of our services.

All contributions are welcomed and will be acknowledged with a receipt if you wish. Alternatively, donations can be sent to **apas**, FREEPOST NG 4824, NOTTINGHAM NG1 1BR (no stamp required), or simply left in the donations box where one is provided (not available at all service locations). Credit and debit cards are accepted.

Why not ask for our leaflet "how to help **apas**", which provides details on deeds of covenant, sponsorship opportunities and gifts in kind.

Thank you for your attention.



Visit our website
www.apas.org.uk

apas

alcoline

0115 941 4747

Lo-call 0845 762 6316

Minicom 0115 948 5555

9.00am until 7.00pm
Monday through to Friday
Saturdays 9.00am to 1.00pm

email apas@apas.org.uk
www.apas.org.uk

apas
Freepost NG4824
Nottingham NG1 1BR
(no stamp required)

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