

### **What if I am not happy with the service I receive?**

We welcome your views on how we can improve and develop our service. Your views are important to us and from time to time you may be asked to complete a customer satisfaction survey.

If you are unhappy about any aspect of our service we would like you to feel able to discuss this with your Domestic Violence Advisor or the Services Manager.

If you still have concerns, you may wish to make a formal complaint.

You can find more information in our Comments and Concerns leaflet available from:

High Peak Women's Aid  
P O Box 22, Glossop  
Derbyshire  
SK13 8AE  
Telephone or Text: 01457 856675

### **Useful Contact Numbers and Websites**

National Domestic Violence 24 Hour Helpline 0808 2000 247

[www.womensaid.org.uk](http://www.womensaid.org.uk)



**High Peak  
Women's  
Aid**

**Formerly  
Glossop Women's Aid**

# **Domestic Violence Advice Service**

**P O Box 22, Glossop, Derbyshire, SK13 8AE  
Freephone: 0800 019 8668**

**(free from BT landlines and payphones)  
Telephone or Text: 01457 861200**

**Telephones are staffed Monday to Friday 9.00 - 5.00  
pm. An answering machine operates outside of these  
hours**

**[www.highpeakwomensaid.org.uk](http://www.highpeakwomensaid.org.uk)**

**Fax: 01457 899438 Email: [outreach@gwa.f2s.com](mailto:outreach@gwa.f2s.com)  
Registered Charity Number: 1134679**

## **Domestic Violence Advice Service Who is it for?**

This service is available for all women who are living in the High Peak and who are suffering from the effects of domestic abuse. It is a free service that is funded by Supporting People and Derbyshire County Council.

### **What to expect?**

#### **On Phoning us:**

A trained female Domestic Violence Advisor will discuss your situation with you and offer initial support and advice.

Then, if you would like to meet we will arrange this at a safe venue of your choice. We understand it can be very difficult to talk about what is happening to you. We will listen and support you in whatever way you feel is appropriate.

We can assist you to access other services related to your needs such as legal advice, housing information, liaising with Police, health services and agencies regarding benefits, CAB and counselling services.

We can also accompany you to appointments if you feel this is appropriate.

### **Is confidentiality guaranteed?**

Confidentiality is of primary importance in order to maintain the safety of the women and children we are supporting and for all our staff and volunteers.

In exceptional circumstances disclosures may be made to other organisations. We endeavour to discuss this with you beforehand and we would follow our confidentiality policy.

## **How do I know if I am experiencing domestic abuse?**

Domestic abuse can happen to anyone.

You may want to ask yourself does the person being abusive to you consistently do any of the following:

- ignore your feelings
- criticise you
- humiliate you in public or private
- complain about you having your own friends or interests or going out
- turn your children against you
- insist you dress differently
- withhold money from you
- do or say things of a sexual nature that make you feel bad or hurt you
- throw things at you
- threaten to hurt you
- slap or kick you, push you around, pull your hair, hit or punch you

If you answer **yes** to any of the above then maybe this service is for you

You can phone GWA yourself or get someone to phone on your behalf.

We also welcome calls from statutory agencies such as the Police, GP, Housing, Social Services and voluntary agencies such as Citizen's Advice Bureau, Victim Support and other Women's Aid groups.