What to expect when phoning Dundee Connections

We hope that this document will give you insight of what to expect when phoning our team at Dundee Connections. You can reach out to our team in a variety of ways via the details below;

Phone: 03030 034 020
Phone Line Opening Hours: Monday to Friday, 9am – 5pm

Email: dundeeconnections@scottishautism.org
Address: 45 North Lindsay Street, Dundee, DD1 1PW

During Opening Hours (Monday to Friday, 9am – 5pm):

When you call Dundee Connections, you will hear a ring tone, once.

You will then hear a short greeting *"Thank you for contacting the Scottish Autism Dundee Connections"*.

You will hear the ring tone again; this can last up to 1 minute 45 seconds.

If an advisor is available, they will answer your call.

If the Advisor is unable to answer your call:

You will hear our voicemail with a longer greeting message. It asks you to leave your;

- Name
- Telephone Number
- Email Address
- Along with a short message as to why you are calling

The greeting message also gives further details of how to reach Dundee Connections online, as well as other phone numbers to reach out to in case urgent support is required. Urgent support contact details can also be found by clicking here.

Once the greeting message has finished you can leave a message and then hang up.

Outwith our Opening Hours (Evenings from 5pm - 9am the following day and throughout the weekend):

When you call Dundee Connections

You will hear a ring tone, once.

You will hear our voicemail with a longer greeting message. It asks you to leave your;

- Name
- Telephone Number
- Email Address
- Along with a short message as to why you are calling

The greeting message also gives further details of how to reach Dundee Connections online, as well as other phone numbers to reach out to in case urgent support is required. Urgent support contact details can also be found by clicking here.

Once the greeting message has finished you can leave a message and then hang up.