

Deafblind Scotland vision – “A society in which deafblind people have the permanent support and recognition necessary to be equal citizens”



Deafblind Scotland Complaints policy

Policy Statement

Deafblind Scotland believes that if a service user wishes to make a complaint or register a concern they should find it easy to do so and welcomes complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users, their relatives and carers are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not part of the disciplinary policy.

Deafblind Scotland believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation. Deafblind Scotland supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out in an informal way between the complainant and managers. If this fails due to either the staff or the complainant being dissatisfied with the result the complaint can be referred to the Care Inspectorate.

Aim

The aim of Deafblind Scotland is to ensure that its complaints procedure is properly and effectively implemented, and that service users feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Goals

The goals of Deafblind Scotland are to ensure that:

- Service users, carers, users and their representatives are aware of how to complain, and that Deafblind Scotland provides easy to use opportunities for them to register their complaints
- A named person will be responsible for the administration of the procedure
- Every complaint is acknowledged within 7 working days
- Investigations into complaints are held within 20 working days
- All complaints are responded to in writing by the line manager
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both staff and service users.

Deafblind Scotland Complaints Procedure

Every service user has the right to make a complaint if they are unhappy about any aspect of their service.

Comments/Concerns/Informal Complaints

Any concerns regarding the Deafblind Scotland's services should be reported to Deafblind Scotland by phone, fax, email or in person. These should be resolved by discussion with a member of staff.

Action by office

Log in complaints database

Formal Complaint

- A formal complaint should be made in writing, by phone, fax, email, in person or by your representative. We can help you to make a complaint. We will keep a record of your complaint.
- You will receive a letter to acknowledge your complaint within 7 working days. If we need to get further information from other people involved and this takes some time we will let you know.
- Normally you will receive a written response to your complaint within 20 working days.
- If you are unhappy with the decision you should appeal to the Chief Executive within 20 working days of receiving the letter.
- If you have a complaint about your service you can also report your complaint to the Local Authority who funds your service and /or the Care Inspectorate. Deafblind Scotland can provide you with addresses and telephone numbers.

All staff are responsible to email line manager

Line manager will collate info & write to complainant within 7 working days

Line Manager will send a response to complaint within 20 working days.

Chief Executive to facilitate appeals to the Board of Directors.

Service Manager to provide contact details to enable service user to contact Local Authority and/or Care Inspectorate

The Care Inspectorate National Enquiry Line is 03456 009527