



South Lanarkshire

**Carers
Network**

Complaints POLICY

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Introduction

We always aim to provide a high standard of care in all our services.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

1. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion.

- 1.1 First you should speak to the Manager
- 1.2 Our suggestion box is available if you would rather make your suggestion that way
- 1.3 If the suggestion is something that The Network as a company needs to consider you can send it to:

Denise Gillespie
Network Business Manager
Denise.gillespie@slcn.co.uk

2. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

The Network assures Carers, volunteers and staff that all complaints will be treated equally fairly and with due regard.

3. Who can complain

Anyone affected by The Network can make a complaint either themselves or on behalf of a person who cannot make a complaint themselves, or have given consent for a representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

4. How you can make a complaint

- in person
- by telephone
- through a member of our staff
- through an advocate or representative
- by letter
- by email

where someone complains orally we will make a written record and provide a copy of it within 3 working days

5. Responsibility

The Network Manager has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

6. How we handle complaints

The Network Manager will investigate and deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

7. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. Complaints made more than 6 months after the incident become increasingly difficult to investigate therefore the limit will be 6 months.

8. Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact The Network Chair at:

South Lanarkshire Carers Network
65 Bothwell Road
Hamilton
ML3 0DW

If you remain dissatisfied and wish to raise your complaint The Ombudsman, citizens advice bureau will be able to assist you in the continuance of your complaint.

9. ADOPTION DATE

27th May 2018

10. VERSION CONTROL

Author	Date	Agreed by	Date

COMPLAINTS AND COMMENTS FORM

Date	
Name	
Address	
Telephone	
Details:	
Signed	

Date received	
Received by:	

Passed to:	
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