



COMPLAINTS PROCEDURE

If you have a complaint about our organisation or the service we provide we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

Who Can Complain?

Anyone who is:

- Receiving a service from Acredale House;
- Caring for someone who has a complaint;
- Has been refused a service which they think they may need.

How to Complain.

Acredale House would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact Acredale House or, if you feel able, speak to a member of staff who is working with you or ask to speak to the Manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

The Chairperson
Acredale House
9 Mid Street
Bathgate
EH48 1PS

What Happens Next?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint. You will receive a response to your

complain within 28 working days of its receipt. Any extension of this time limit requires your consent.

In all cases a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcomes of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes, you can.

Can you take your complaint elsewhere?

Yes. Complaints can also be taken to the **Care Inspectorate** who are the organisation in Scotland with responsibility for regulating social care.

How to make a complaint to the Care Inspectorate.

If you are not happy with the level of care you or someone you care for is receiving, the Care Inspectorate would encourage you to first of all speak to the care service provider itself about your concerns. This is often the quickest way to resolve a problem.

However, you can choose to complain directly to the Care Inspectorate by either:

- Filling in their Complaints Form online,
<https://www.careinspectorate.com/index.php/online-complaint-form>
- Calling them on 0345 600 9527,
- Emailing them at concerns@careinspectorate.gov.scot

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