

## **Complaints Policy**

Deafblind Scotland believes that if a service user, their relatives or carers or a member of the public 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.

This policy is designed to highlight any aspects of the service delivered by Deafblind Scotland to ensure it meets all expectations of service users and the organisation's core values.

Deafblind Scotland believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction. 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.

The Care Inspectorate National Enquiry Line number is 03456 009 527

### **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 normally completed within 20 working days
- The complainant will be informed timeously of any potential delay in the process
- All complaints are responded to in writing by the appropriate 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 not completely satisfied with all aspect of their service.

### Comments/Concerns/Informal Complaints

### Action by office

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.

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. The response will detail the outcome of your complaint whether upheld, not upheld, partially upheld or resolved. Please note: if the complaint results in action being taken against a member of the team, you will only be advised action is being taken, you will not be advised of that action may be or the outcome.
- 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

Deafblind Scotland will monitor all complaints received and report as required to funders, stakeholders and regulatory bodies to meet monitoring requirements