

# COMPLAINTS POLICY

## Informal Complaints

The majority of complaints can usually be resolved through in formal discussion at the time the complaint was made. All such concerns and any corrective actions taken will be recorded fully and a copy of which can be provided if required.

## Formal Complaints

Formal complaints can be made either verbally or in writing. We will respond to the complaint within 48hours of receiving it to give notification that it is receiving our attention. We undertake to resolve the issue within a further 7 days to the persons satisfaction, as best we can, and are aware in some circumstances it may take longer but the complainant will be notified

We may ask you for further details to allow us to complete the investigation process and you will be provided with a written response, detailing the outcome of the investigation and any corrective action taken, within 28 days.

## Appeals Process

If you are dissatisfied with the response you receive you have the right to appeal to the Directors of the company or to appeal to the external bodies.

For Office use only

Number	Date received
Doc Name: Complaints Policy	
CCF 005	Rev 8

# EXTERNAL CONTACT

The Company is regulated by the Care Commission and has a service contract with the Social Work Departments. Should you wish you may report your concerns directly to either of these bodies or advocacy services as follows :-

## **The Scottish Commission for the Regulation of Care (Care Commission)**

Ist Floor, Rivergate House, Rivergate,  
IRVINE, KA12 8EH 01294 323920

**East Ayrshire Council Social Services**  
01563 576000

**East Ayrshire Advocacy Services**  
01563 574442

**East Renfrewshire Council Social Services** 0141 577 4870

**East Renfrewshire Advocacy Service** 0141 876 1000

**South Ayrshire Council Social Services**  
01292 612000

**South Ayrshire Council Advocacy Service**  
01292 268873

**North Ayrshire Council Social Services**  
01294 317700

**North Ayrshire Council Advocacy Service**  
01294 313137

**South Lanarkshire Council Social Service** 01698 454881

**South Lanarkshire Council Advocacy Service** 01355 230202



**Head Office**  
**Suite 1,**  
**Munro Business Park**  
**15 Munro Place**  
**Kilmarnock**  
**01563 540999**

## Feedback

How to comment, make suggestions or complain about our services

**Help us to get it right**



our service.



## **MAKING A COMPLAINT OR GIVING POSITIVE FEEDBACK**

Within our company we positively encourage people we provide a service too, staff, relatives and friends to give feedback on the service. We will always ensure that your comments are passed on to the relevant staff to provide constructive information and changes in our processes to improve the quality of the service.

You may also use this form to make a complaint if you are dissatisfied with the standard of service provided or feel there is room for improvement in certain areas.

Constance Care is committed to providing the highest level of care, sensitive to individual needs, as well as recognising the need to have a highly trained and motivated staff to provide the service.

We expect everyone using the service and providing the service to be treated with courtesy and respect at all times and be kept informed of any changes to

## **HOW TO MAKE A COMPLAINT**

There are several ways to register a complaint with our company. This can be done informally by discussing an issue with home care worker, Care Co-ordinators, Monitoring Officers, Area Managers, or in writing by letter or by using this form. Consideration will be given to anonymous complaints although you will appreciate we will not be able to provide feedback if we have no return address.

All complaints will be treated as business confidential and will be investigated and overseen by one of the Area Managers, you may wish to complain to the Directors: Rosalind Carr/ Wendy McGeachie.

People and their relatives always reserve the right to have their concerns dealt with by an independent body. We are regulated by the Care Commission and have a service contract with the Social Work Department, both of whom can be contacted directly through the contact details on the back of this form.

If you wish for someone to deal with your complaint on your behalf we have also noted on back page Advocacy Services who may act on your behalf.

**DETAILS  
COMPLAINT**

**OF**

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**Name**

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**Signature**.....

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**Address**

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**Date**

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**Phone No**.....

**Please give details of your complaint /  
suggestion or feedback below: -**

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