



Complaints Procedure

Caledonia Healthcare Ltd

Complaints Procedure

Complaints regarding any aspect of Caledonia Healthcare's service should be made by telephone, in person, in writing or by email (if possible) and be addressed to:

Margaret Alexander
Managing Director
Caledonia Healthcare Ltd
46 Gordon Street
Glasgow
G1 3PU
Telephone: 0141 248 8585
Facsimile: 0141 248 9444

Email: complaints@caledoniahealthcare.co.uk

Where a complaint is made in person or on the telephone, Caledonia will make a written record of the complaint.

Low Risk or Straightforward Complaints:

For straightforward complaints, we will aim to provide an 'on-the-spot' apology or explanation if the issue requires little or no investigation. These complaints will be addressed by the General Manager or, in his absence, by the most senior member of staff available. The details of the complaint, its outcome and action will be recorded and used for service improvement.

Complex or 'High Risk' Complaints:

Within three working days the complaint will be acknowledged in writing and a copy of the written record will be provided along with the name and designation of the person who will investigate the complaint. This responsible individual will have sufficient seniority to resolve the issues.

The letter of acknowledgement will include an offer to discuss the complaint with the complainant at a mutually agreed time, and also the manner in which the complaint is to be handled.

A complaint must be made no later than 12 months after:

- the date the event occurred or, if later,
- the date the event came to the notice of the complainant.

The time limit will not apply if Caledonia is satisfied that:

- the complainant can give a good reason for not making the complaint within that time limit, and

- despite the delay, it is still possible to investigate the complaint effectively and fairly.

Anonymous complaints will initially be logged with the Care Inspectorate. They will be investigated within the possible constraints of available information, and any findings then notified to the Care Inspectorate.

Complainants will receive (so far as is reasonably practical) assistance to enable them to understand the complaint procedure and also, if required, advice on where they may obtain such assistance, such as advocacy services.

Complaints will only be accepted from a representative, where either:

- Caledonia has knowledge that the service user has consented, either verbally or in writing, or
- where the service user cannot complain unaided and cannot give consent because they lack the capacity within the meaning of the Adults with Incapacity (Scotland) Act 2000, *and*
- the representative is acting in the best interests of the service user e.g. where the matter complained about, if true, would be detrimental to the welfare of the service user.

The complainant will be kept informed about the progress of the investigation which should normally be concluded within 20 days of receipt of the complaint.

The final response letter will include an explanation of how the complaint has been considered, the conclusions that have been reached (including any remedial action needed) and, confirmation of any actions required or timescale for those actions if not completed.

Once your complaint has been fully dealt with by Caledonia Healthcare and you are unsatisfied with the outcome you can ask the Care Inspectorate to carry out an investigation. The Care Inspectorate registers and inspects care services in Scotland, and it is their policy that a complaint should be raised directly with the service provider. However, if there are reasons why you would not wish to use Caledonia's complaints procedure, you can raise the matter directly with the Care Inspectorate, and you can request that Caledonia is not told who has made the complaint.

If you want to complain about Caledonia's service, or about the Care Inspectorate itself, you can contact them at:

The Care Inspectorate

Compass House

11 Riverside Drive

Dundee

DD1 4NY

Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

or by visiting their website www.scswis.com and downloading a 'How to Complain' leaflet.

If you are unhappy with how the Care Inspectorate has dealt with your complaint, you can ask the Scottish Public Services Ombudsman to look into the matter. They can be contacted at:

SPSO

Freepost EH641

Edinburgh

EH3 0BR

Telephone: 0800 377 7330

Text: 07900 494 372

Email: ask@spsso.org.uk

This leaflet can be made available on request in other languages and in other formats such as cassette and brail.