

Visibility

Complaints Procedure - October 2004

Visibility aims to provide the highest levels of services in all aspects of its work. However we acknowledge from time to time things do go wrong and we hope to continually improve our service by learning from mistakes and dealing with complaints efficiently and effectively.

For all complaints we will:

- Investigate the matter honestly, thoroughly and promptly
- Deal with it confidentially, objectively, fairly and effectively
- Accept responsibility and offer an apology if we are at fault
- Try to put things right, and to resolve, as far as we can, your complaint
- Use the lessons learned to improve our service.

We will treat you with courtesy, and any comment or complaint you make will not adversely affect any service provided to you.

You will be contacted within 24 hours of your complaint being received and we will acknowledge all complaints and requests for reviews of complaints within seven working days of receiving them and will give you a full response within 28 working days. If, exceptionally, our investigation takes longer than this we will write to you explaining why this is the case and when you can expect to receive the response.

How Can You Make A Complaint

You can complain in writing, by phone, fax or email, or in person. We have included a form in this leaflet that you may find useful.

If you decide not to use the form, please help us to give you a prompt and accurate reply by including: your name, address and the name of staff members involved in the complaint. If you intend to visit it will be necessary to agree a mutually convenient time so that the most appropriate person is able to deal with the problem. Similarly if phoning, the person you should speak to may not be readily available but will contact you at the first opportunity. Visibility will provide any support needed to ensure that you can make your complaint.

Guide to raising issues or making a complaint to Visibility

STAGE 1 – In the first instance, please contact the person you have been dealing with, who will try to resolve your complaint. When speaking to you, they will take notes of your conversation, which will help us investigate the issue. All notes will be given to the Operational Director.

If the Operational Director is not available, then this will be given to another member of the management team. The complaint and outcome will be recorded in Complaints File

STAGE 2 – If you do not want to do this or you are not satisfied with the outcome or the way in which the complaint was handled, you may contact the Operational Director who will investigate the complaint and let you know the outcome within 28 working days.

The Operational Director will speak to you and will speak to the other people involved in the process. All information will be carefully recorded and kept in the Complaints File.

STAGE 3 - If you are still not happy about the outcome or the way in which the Operational Director deals with the complaint, you can ask for a review. You can do this by contacting the Chief Executive Officer. It would be helpful, if, at this stage, complaints could be in writing. However, if you prefer to contact the Chief Executive Officer by another method, we will still ensure your complaint is fully reviewed.

The Chief Executive Officer will review all aspects of your complaint, including the way it has been dealt with, and will reply to you within 28 working days.

If you are not satisfied with the Chief Executive Officer's response, or your complaint involves The Chief Executive Officer, you may complain to the Chairperson of the Board of Directors. S/He will investigate the complaint and give you the outcome within 28 working days.

Public Funded Services – If you are receiving a service funded through the local authority (e.g. Supporting People) then you can complain about that service directly to the local authority at any time. Visibility will support you to do this and all phone numbers are included at the end of the policy. You can also contact the Care Commission and Ombudsman.

Using Alternative Complaints Procedures

The complaints procedure is designed to highlight and address mistakes made or service provision not up to the required standard. It cannot be used to complain

about lack of service which is not within Visibility's remit. In addition to formal complaints, Visibility welcomes any views on any aspects of our service. All suggestions will be welcomed and carefully considered.

We would hope that all people who use our services feel comfortable about raising concerns with us directly, however we understand and accept that this may not always be the case. If you rather contact your local council directly and complain about our service, then we can provide you with the telephone number of your local council office. All councils have their recognised complaints procedure and we would be happy to support anyone who wishes to pursue this option.

There are also other agencies who may be able to provide assistance when you are making a complaint about Visibility. A list of telephone numbers is contained in Appendix A. Availability of this service depends on where you live and Visibility would be happy to provide you with a list of organisations you may be able to assist.

Visibility staff will be happy to support you with your complaint against Visibility whether you are accessing our own complaints procedure or that of any other organisation.

Recording Complaints

All complaints received by Visibility will be recorded accurately and kept by the Operational Director. The nature of the complaint, the investigation and the outcome will be recorded and kept on file. Service users will be able to access this information.

This information will be reviewed annually by the Management Team looking for trends or evidence of poor service delivery, which can then be used to improve our services or for evidence of training needs. This information will be used for annual service evaluation for local authorities and will be included in the annual report given to local authorities and service users.

1. YOUR DETAILS

Name

Address

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Telephone Number

2. DOES YOUR COMPLAINT RELATE TO A SPECIFIC MEMBER OF STAFF?

If so, please give staff member's name

3. NATURE OF COMPLAINT

Please continue at the foot of the page if you require more space.

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4. SUGGESTIONS OR COMMENTS

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Signature

Appendix A

Useful Telephone Numbers

Glasgow

Glasgow Council,
Mr Jim Charlton, Senior Complaints Officer
Social Work Department
Nye Bevan House
Glasgow
Telephone: 0141 287 8714

North Lanarkshire:

Director of Social Work
Scott House
Merry Street
Motherwell ML1 1JE
Director of social work
Tel: 01698 332011

South Lanarkshire

Kim Grant, Corporate Policy Manager
South Lanarkshire Council Offices
Beckford Street
Hamilton ML3 6BR
Tel: 01698 453826

East Ayrshire

Council Headquarters
London Road
Kilmarnock
KA3 7BU

Formal complaints to Gus Harrison, Team Leader, Quality Assurance, Planning & Review Team

Tel: 01563 576919

North Ayrshire Listening & Learning

North Ayrshire Council
Chief Executive Office
FREEPOST SCO162
Cunninghame House
Irvine KA12 8BR

South Ayrshire

South Ayrshire Council
Wellington Square
Ayr KA7 1DR
Tel: 01292 612000 or Customer Services Tel: 0845 601 2020

Renfrewshire

Renfrewshire Council
Chief Executive - Tom Scholes
HQ North Building,
Cotton Street,
Paisley PA1 1WB
Tel: 0141 840 3601
Fax: 0141 840 3349
Tel: 0141 842 5164 or head of any social work establishment

East Renfrewshire

East Renfrewshire Council
Eastwood Park,
Rouken Glen Road
Giffnock, G46 6UG
Tel: 0141 577 3367

East Dunbartonshire

Tom Johnston House
Civic Way
Kirkintilloch
G66 4TJ
(Tony Keogh, Acting Head):
Tel: 0141 775 4534

West Dunbartonshire

Council Offices,
Garshake Road,
Dumbarton, G82 3PU
Social Work,
Tel: (01389) 737704

Inverclyde

Inverclyde Council,
Municipal Buildings
GREENOCK
PA15 1LY
Patricia Daisly
Tel: 01475 714047

Argyle & Bute

Argyll & Bute Council,
Argyll House,
Alexandra Parade,
Dunoon,
Argyll
Shirley McHugh,
Tel: 01369 701066

The Ombudsman

The Ombudsman, who deals with complaints about local government, can be contacted by writing to the Scottish Public Services Ombudsman , 23 Walker Street, Edinburgh EH3 7HX.

Care Commission

If you live in Argyll & Bute, East Dunbartonshire, East Renfrewshire, Glasgow City, Inverclyde, Renfrewshire, West Dunbartonshire, Renfrew contact

Care Commission

4th Floor, No. 1 Smithhills Street,

Paisley

Tel: 0141 843 4230

If you live in North Lanarkshire, South Lanarkshire, East Ayrshire, North Ayrshire or South Ayrshire, contact

Care Commission

Princes Gate

Castle Street

Hamilton NK3 6BU

Tel: 01698 208150