



SUGGESTIONS AND COMPLAINTS PROCEDURE

The Policy

CHAI aims to provide a first-class service to its service users at all times, but it is recognised that there may be occasions when some service users are unhappy about something and it is important that the organisation is made aware of this.

The suggestions and complaints procedure aims to give service users clear details of how they can try to get things put right if there is a problem, or make a suggestion if they think there is a way CHAI can improve the quality of the service it offers.

The suggestions and complaints procedure helps CHAI monitor the service it provides so that it can continually work towards improving this.

The Policy is publicly available on our website.

Who can use the suggestions and complaints procedure?

Anyone who receives or requests a service from CHAI can use the suggestions and complaints procedure. Employees who have a complaint to make should use CHAI's Grievance procedure.

Can I complain on someone else's behalf?

Individuals can complain on behalf of someone else (a client) if they have been asked to represent them, or if a service user is worried about something that is happening to them.

How to make a suggestion or complaint

Suggestions or complaints may be made **verbally** to the relevant Service Manager or the Project Executive (either by phone or in person).

Suggestions or complaints may also be made in **writing** to the appropriate Service Manager or the Project Executive.

Suggestions or complaints about the Project Executive should be made to the Chairperson of the Board of Directors of CHAI.

It is important when a service user makes a suggestion or complaint that CHAI know exactly what the issue/ problem is and how they would like to see it resolved. If a service user makes a verbal suggestion/ complaint, the person who records it will check with them that they have taken a correct record and ask them to sign it.

All suggestions and complaints will be logged on a standard form.

Throughout the procedure service users will have the right to withdraw their suggestion or complaint at any time. However, if it is a serious matter it may still be investigated at Board level and the service user who raised the matter will be advised of this.

Service users are also entitled to have someone assist them through the procedure and accompany them to any meetings and/or act as their representative.

Timescale for dealing with a suggestion or complaint

Service users will receive acknowledgement of their suggestion or complaint within 4 working days of reporting it.

Service users will receive a written response to their suggestion or complaint within 2 working weeks of reporting it (if appropriate).

Timescale for making a complaint

There is no timescale for making a complaint as such, but the sooner something is reported after it happens, the sooner it can be resolved.

Examples of types of suggestion or complaint

For example in relation to:

- Any service provided by CHAI that service users are unhappy with?
- Any service refused by CHAI?
- Service users who have not received information they asked for?
- Being discriminated against or treated unfairly by a member of CHAI staff?
- Challenging a decision made or an action taken by CHAI?
- Making a suggestion that a service user feels would help improve the service CHAI provides?

Response to suggestion or complaint

If a written reply is not considered appropriate, a service user will be offered the opportunity to meet with the staff concerned along with the Service Manager and/or Project Executive to discuss the issues in detail and attempt to reach a satisfactory conclusion.

Upholding a suggestion or complaint

If, as a result of a complaint being upheld, any disciplinary action is taken against a staff member, this will be dealt with as a separate issue from the Suggestion and Complaints Procedure by the management of CHAI.

The complainant will not be informed of any disciplinary action taken against a staff member as a result of use of the Suggestion and Complaints Procedure, as this does not form part of it.

If someone makes a suggestion which is implemented they will be informed of this where applicable.

If, as a result of a complaint being upheld it is considered necessary to amend or implement a policy statement or procedure, this will be discussed by the management of CHAI and subsequently presented to the Board of Directors for their consideration and approval.

Making an appeal (Complaints only)

If a service user is dissatisfied with the outcome or response to their complaint they can appeal to the Project Executive (if it was dealt with by a Service Manager) or the Chairperson of the organisation (if it was dealt with by the Project Executive). This should be done within a maximum period of 28 days of receiving the written response to the complaint. This can be done by either making an appointment to see the relevant person, or in writing.

If the issue is still not resolved to the satisfaction of the service user, they can raise the matter directly through the Chairperson with the Board of Directors, who may appoint a small working group to deal with the complaint. In such circumstances the client will be informed of the outcome as quickly as possible (within 2 working weeks). The decision of the working group will be final as far as CHAI is concerned.

In cases relating to our Housing Support Service ONLY, If a service user remains dissatisfied with this decision, they can appeal – at any time - to Social Care & Social Work Improvement Scotland (the Care Inspectorate), the independent regulator of care and social work services in Scotland, for a further, independent investigation into the complaint. The Care Inspectorate will only investigate a

complaint if it relates to a regulated Housing Support Service. You can contact the Care Inspectorate via the following:

Regional Office
Stuart House
Eskmill
Musselburgh
EH21 7PB

TEL: 0131-653-4100
FAX: 0131-653-4149

Enquiry Line: 0845 600 9527
EMAIL: enquiries@scswis.com

Head Office
Compass House
11 Riverside Drive
Dundee
DD1 4NY

01382-207100
01382-207289