



COMPLAINTS PROCEDURE

LinkLiving aims to create a climate of openness and support which will enable service users to be listened to without fear of disapproval. We recognise that many complaints may be resolved informally and that open communication at an early stage can often lead to a quick resolution of many difficulties. This procedure outlines how we will ensure that all complaints are handled sensitively and promptly.

1. Information to Service users

- a. Each Line manager will be responsible for ensuring all service users are aware of the Link Group complaints policy and the LinkLiving complaints procedure and know how to make a complaint.
- b. Information will be provided to service users about our complaints procedure at the beginning of receiving a service from us and whenever support is reviewed.

2. Complaints Log

- a. Each service will compile a complaints log. The log will show the complaint, date of complaint, action taken, outcome and review date.
- b. A central log will also be kept and regular reports provided to the LinkLiving Board. This is an important part of evaluating each service. Copies of complaints will be kept for a period of 5 years.

3. Making a Complaint

- a. Whilst there is a formal procedure for dealing with complaints, we are aware that some situations may be resolved in a more straightforward way such as speaking to your support worker. If however you feel the nature of your complaint is serious you should use the attached form or phone directly to Linkliving.
- b. As far as possible we will respect the confidentiality of your complaint. We will try not to use your name any more than is absolutely necessary.
- c. We will investigate any anonymous complaints that we receive. It is important to bear in mind however, that being unable to gather any further information from you may mean that we are unable to deal with your complaint effectively.

You can also complain directly to the Social Care & Social Work Improvement Scotland (SCSWIS):

SCSWIS
South East Region
Eskmills
Musselburgh
EH21 7PB
0131 653 4100

**For complaints relating to all services in
EDINBURGH, MIDLOTHIAN AND EAST LOTHIAN**

SCSWIS
Central East Region
Springfield House
Laurelhill Business Park
Stirling
FK7 9JQ
Telephone: 01786 406 363

**For complaints relating to all services in
FIFE OR FALKIRK**

Registered Office
SCSWIS
Compass House
11 Riverside Drive
Dundee
DD1 2NY
Telephone: 01382 207100
Complaints line: 0845 6030890
Web: www.scswis.com

4. What Happens Next? (If you complain directly to LinkLiving)

- a. The Line Manager of the team who support you will contact you within 5 working days to arrange a meeting. **You are welcome to bring someone with you to this meeting such as a friend, relative, advocate etc.**
- b. The Line Manager will investigate the complaint and arrange to meet with you again in order to inform you how they intend to resolve things. You will also be given this decision in writing.
- c. **The whole process will take no longer than 28 days from the start date your complaint is received.**

5. What should you do if you are still unhappy with the outcome?

- a. Let the person who dealt with your complaint know that you wish to take it further. They will inform their Line Manager. You may, if you wish, inform their Line Manager yourself.
- b. This manager will contact you within 5 working days and they will try to resolve your complaint
- c. You are also entitled to contact or get advice from the Social Care & Social Work Improvement Scotland (SCSWIS) at any time if you have a complaint.

6. When you should make a complaint

- a. When you are unhappy with something we have done.
- b. When you think that we could have done something differently / better.
- c. If we aren't doing something that you think we should

7. Why Complain

- a. We can't change things unless you tell us what you think
- b. We want to listen to your views in order that we can keep improving our service to you and others.

8. What you need to do

Please complete the appropriate form, found at the end of this procedure and either hand it into or post to the manager responsible for your support service clearly marked “**PRIVATE AND CONFIDENTIAL**”

If you receive a support service in EDINBURGH contact

Stacey Webster
2c New Mart Road
Edinburgh
EH14 1RL

Telephone 08450 020 819

If you receive a support service in FIFE contact

Bev Read
West Bridge Mill
West Bridge Mill Street
Kirkcaldy
Fife KY1 1TE

Telephone 01592 644048

If you receive a support service in FALKIRK contact

Bev Read
Watling House
Callander Business Park
Falkirk
FK1 5XR

Telephone 01324 629200

If you receive a support service in MIDLOTHIAN or EAST LOTHIAN contact

Linzi Christiansen
Office 2, Colliery Court
McSense Business Park
32 Sycamore Road
Dalkeith
EH22 5TA

Telephone 0131 654 2870

If you receive a support service in COMELY GREEN contact

Stacey Webster
6/3 Whyte Place
Edinburgh
EH7 5TA

Telephone 08450 020 819

Having made a complaint, it is important that Linkliving checks whether things have improved for you. In order to do this the person who dealt with your complaint will contact you 3 months after the initial meeting to review the outcome of your complain

COMPLAINT FORM

NAME.....

ADDRESS.....

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**TELEPHONE
NUMBER**.....

I have a complaint that I wish to raise. Please contact me to arrange a meeting to discuss this.

My complaint is about (only complete if you feel comfortable doing so)

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Signed.....

Date.....

Your complaint will be treated seriously and as far as possible we will respect the confidentiality of your complaint. Your name will not be divulged any more than is absolutely necessary within Linkliving.

Anonymous Complaint Form

If you feel unable to put your name to a complaint, please provide us with as much information as possible. This allows us to investigate your complaint as thoroughly as possible.

I would like to complain about (please use another sheet if necessary)

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Date

**If posting this form to us please clearly mark the envelope with
“PRIVATE AND CONFIDENTIAL”**