



## Edinburgh Headway Group Complaints Procedure

Edinburgh Headway Group is committed to providing the best quality service possible. If you have any feedback, or if you would like to make a complaint, your feelings will be taken seriously.

Here, we have included a guide to giving feedback or making a complaint. This section includes:

1. How to give feedback or make a complaint
2. What you need to know about submitting a complaint or providing feedback
3. What you can expect to happen as a result of your feedback or complaint
4. Useful information

### **How to give feedback or make a complaint:**

We welcome feedback at all stages. Feedback may be given to any member of staff verbally during visits or over the phone, or in writing by letter or email. If you would like to be kept informed of any action taken as a result of your feedback, please let the member of staff know.

If you wish to make a complaint, there are two stages to our complaints procedure: informal and a formal.

**To make an informal complaint**, you should ask to speak to the Business Operations Manager and say that you would like to make an informal complaint. The Manager will follow our complaints procedure and explain what will happen next.

At the end of the informal complaints process, the Manager will create a written statement detailing the complaint and any action which has been taken. The Manager will discuss this with you to ensure that you are satisfied with the outcome.

We hope that most issues will be resolved at the informal stage of this procedure. However, if you would like to make a formal complaint, this needs to be submitted to us in writing. We have included a form in this pack which may be used for this purpose.

A formal, written complaint should be marked for the attention of the Chair of the Board of Trustees.

We realise that, for some people, the nature of their disability may mean that giving feedback or making a verbal or written complaint is difficult. In these cases, the person may require an independent person to ensure that their complaint is dealt with in a satisfactory manner. If the person does not know anyone suitable, they are encouraged to speak to us and we will strive to find someone who could fulfil this role for them.

### **What you need to know about submitting a complaint or providing feedback:**

- Don't be afraid to give feedback or make a complaint. We are committed to ensuring we deliver the best service possible and your comments help us to do that.

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- Please ensure that you follow the route for complaints or feedback outlined above. Occasionally the nature of your complaint may mean that it will require the immediate attention of the Chief Executive. However, in the large majority of cases your complaint will be dealt with more quickly if it is first directed to the appropriate Manager.
- Please be patient. We take all feedback and complaints seriously and you should expect a prompt initial response, but where a complaint requires investigation it may take more than a few days.

**What you can expect to happen as a result of your feedback or complaint:**

- All feedback will be used as part of a process of on-going improvement.
- All complaints will be taken seriously and every effort will be made to resolve the complaint to your satisfaction at an early stage.
- Whoever receives and handles the complaint, you should expect a response within a reasonable time frame and for your contact with us to be courteous and respectful at all times.
- Where a formal written complaint is made to the Chief Executive, you should receive an acknowledgment within 10 working days of receipt.
- Where a complaint is made, you should expect to be kept informed as to the steps that are taken and the progress that is made.
- Where a particularly serious complaint is made, you should expect that the matter will receive the utmost attention and be handled with sensitivity and that your confidentiality will be respected. If at any stage in the complaints process it becomes necessary to reveal your identity to progress the matter further, we will ask your permission.

**Useful information:**

To give feedback or to make an informal complaint please call us on 0131 537 9116.

If you would prefer to email your feedback or complaint, please send it to [office@edinburghheadway.org.uk](mailto:office@edinburghheadway.org.uk) writing “Feedback” or “Informal Complaint” in the title bar.

Any feedback or complaints received by telephone or email will be passed on to the appropriate Manager in the first instance and will be dealt with confidentially.

**Your rights**

1. If you are not satisfied with the result of the investigation you should write to the Chief Executive setting out the reason(s) for your dissatisfaction. You will then be interviewed by a trustee of the Committee appointed to deal with complaints who will investigate the complaint again in light of your reasons.
2. The decision of the Committee will be final and will be notified to you within 14 working days of receipt by Chief Executive of your letter.
3. You can also take your complaint to agencies outside Edinburgh Headway Group. Depending on the nature of the complaint you would like to complain about you could contact:

**The Social Care and Social Work Improvement Scotland (SCSWIS)**, 11 Riverside Drive, Dundee, DD1 4NY <http://www.careinspectorate.com/index.php/complaints>

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## Formal Complaints Form – Service Users

We understand that you may not wish to give all of the information in this form. You do not have to give all of the information that we ask for and can leave boxes blank, but please note that this may mean that:

- we are unable to deal with your complaint fully
- we may not be able to keep you up-to-date with the progress of the complaint
- we may need to ask you for further information in the future.

<b>Name:</b>	
<b>Address:</b>	<b>Telephone Numbers</b> <b>Home:</b> <b>Mobile:</b>
	<b>Email address:</b>
<b>Are you making this complaint yourself or on behalf of someone else?</b> Myself / On behalf of someone else	
<b>How would you prefer to be contacted about this complaint?</b> Phone / Email / Letter	
<b>Please use this space to describe your complaint:</b>	
(Please continue on a separate sheet if necessary)	
<b>Have you contacted Edinburgh Headway Group about this complaint before? Yes / No</b> <b>If you would like to tell us more about this, please do so here:</b>	

Please place this form in a sealed envelope, marked for the attention of the Chief Executive and post to  
 Edinburgh Headway Group  
 Headway House  
 Astley Ainslie Hospital  
 Canaan Lane  
 Edinburgh EH9 2HL.