TIGH-NA-MUIRN

CARE HOME

Making a Complaint:

A guide for residents and their representatives

Making a complaint

We welcome all feedback – whether positive, negative or neutral – and view complaints as an opportunity to learn, adapt, improve, and provide a better service. Whilst the home is continually striving for excellence in our care provision to residents, sometimes things can go wrong, and we don't do as well as we should.

Where you are dissatisfied with any aspect of the service we provide, it is important that you let us know. We will not treat you any differently if you make a complaint. This leaflet outlines how complaints from you, or your representative, will be dealt with.

We aim to:

- encourage residents and their representatives to give us feedback to help us to improve our services
- handle all complaints received in a consistent, fair and timely way
- keep complainants up to date with how we are dealing with their complaint
- make sure that our staff know how to resolve complaints
- treat all complaints confidentially
- ensure that the learning from complaints and other forms of feedback is used to drive service improvements.

What is a complaint?
A complaint is defined as "an expression of dissatisfaction by a person receiving care or support from a registered care service or from one or more members of the public about the care and/or support of an individual or individuals by a registered care service." (Care Inspectorate).

Who can make a complaint?
In line with the above definition, our complaints process is intended for care home residents, or prospective residents, and their representatives.

What can you complain about?
You can make a complaint if you are dissatisfied with any aspect of our service. Your dissatisfaction may be as a result of when the care home (or someone working on our behalf):

- did something wrong
- did something that should not have been done
- failed to do something that should have been done
- treated a resident unfairly; or
- failed to deliver what was promised.

There is a difference between a complaint and a service request, which can be defined as "a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision". We will attempt to resolve any service requests to your satisfaction to prevent them becoming a complaint.

You will also be informed if your complaint is about something which the care home is not responsible for, such as a complaint related to another organisation.

How to make a complaint
In the event that you are dissatisfied with any aspect of the service provided, please raise the issue directly with the relevant manager or

staff member concerned. In many cases, the issue will be resolved at the time and no further action will be required.

Where the issue cannot be raised or resolved locally, or you are dissatisfied with the initial response, please make a complaint using the procedure below. Our complaints process has two stages, and we will aim to resolve your complaint as early as possible.

Stage 1

You can make a complaint in many ways – and you don't have to put it in writing if you don't want to.

You can make a complaint:

- In person to the Home Manager, or to any member of staff
- By email, telephone or letter to the Home Manager
- By contacting the Complaints Officer directly via the Contact Us page on our website: www.tighnamuirn.co.uk/contact

We will accept a complaint from a representative on your behalf, who may use any of the channels outlined above, provided that you tell us that they have permission to act for you.

When making a complaint, please tell us what went wrong, how you would like the matter to be resolved and your contact details so we can keep you up to date as we investigate and provide you with our response.

All complaints are treated confidentially and in accordance with the requirements of data protection legislation. Information will only be shared with staff as necessary for the investigation.

Time limits

Complaints should be made as soon as possible after the date on which the issue giving rise to the complaint occurred or came to your notice, and ideally no more than 12 months after that date.

Anonymous complaints
We will investigate any anonymous complaints fully. However, it is better if contact details are provided so that we can inform you of the outcome of our investigation.

What happens next?
We will acknowledge your complaint in writing within five working days. Our acknowledgement will set out our understanding of the complaint and the outcomes you would like to ensure we have understood the issues raised. If our understanding is incorrect, please let us know.

We will let you know the name of the manager who will be investigating the complaint – this person is known as the Investigating Manager.

The Investigating Manager will investigate your complaint and provide a full written response to you within 10 working days. If it is not possible to meet this timescale, the Investigating Manager will contact you to confirm a revised date by when the response will be provided, which will not exceed a further 10 working days without your agreement.

If you do not feel we have fully addressed your complaint, or you remain dissatisfied after receiving the Stage 1 response, you can ask for your complaint to be reviewed. Requests to escalate should be made within three months of receipt of the Stage 1 response letter.

Additional Issues
Where any additional issues arise during the investigation, these will be incorporated into the Stage 1 response whenever possible. Where the Stage 1 response has been issued, or it would unreasonably delay the response, the new issues will be logged as a new complaint under this process.

Stage 2
If escalated, the complaint and its Stage 1 investigation will be subject to a full review by a Regional Manager – this person is known as the Reviewing Manager.

We will acknowledge your request to escalate your complaint in writing within five working days. We may ask you to clarify which aspects of the complaint have not yet been resolved and what outcome you would like to achieve from a further review.

The Reviewing Manager provide a full written response to you within 20 working days. If it is not possible to conclude their review within this timescale, the Reviewing Manager will contact you to confirm a revised date when the response will be provided, which will not exceed a further 10 working days without your agreement.

The Stage 2 response letter concludes our organisation's complaints procedure.

External advice and independent review

Complaining to the Care Inspectorate
While the quickest and easiest way to resolve a problem is normally to raise the issue directly with us, if a complainant remains dissatisfied following completion of our internal complaints procedure, or an individual feels unable to raise their complaint directly with the organisation, they can submit their complaint to the Care Inspectorate. The Care Inspectorate is the national regulator for care services in Scotland and has a statutory duty to deal with complaints made to them about registered care services.

You can contact the Care Inspectorate via:

- Tel: 0345 600 9527
- Email: concerns@careinspectorate.gov.scot
- Website: www.careinspectorate.com/index.php/complaints

The Care Inspectorate will assess any complaints received and decide on the most appropriate method to resolve concerns, which can include investigation by the care home provider or investigation by the Care Inspectorate themselves. More information on how the Care Inspectorate deals with complaints can be found on their website.

Complaining to funding bodies

Where care is funded by the NHS or local authority, the complainant may also make a complaint to the funder for them to investigate.

Complaining about individuals

The Scottish Social Services Council (SSSC) regulates a wide range of social care workers and may be able to help with concerns about a specific individual (or individuals) working in a care service.

You can contact the Scottish Social Services Council (SSSC) via:

- Tel: 0345 603 0891
- Website: www.sssc.uk.com

The Nursing Midwifery Council (NMC) regulate nurses in Scotland. They can consider concerns about specific individuals who are registered nurses.

You can contact the Nursing Midwifery Council (NMC) via:

- Tel: 020 7637 7181
- Email: newreferrals@nmc-uk.org
- Website: www.nmc.org.uk

Reasonable adjustments

This leaflet is available in large print, braille, audio and in translated versions on request. If you have any difficulty in raising a complaint, please let us know and we will make all reasonable adjustments necessary to enable you to make your complaint and to support you to get it resolved.